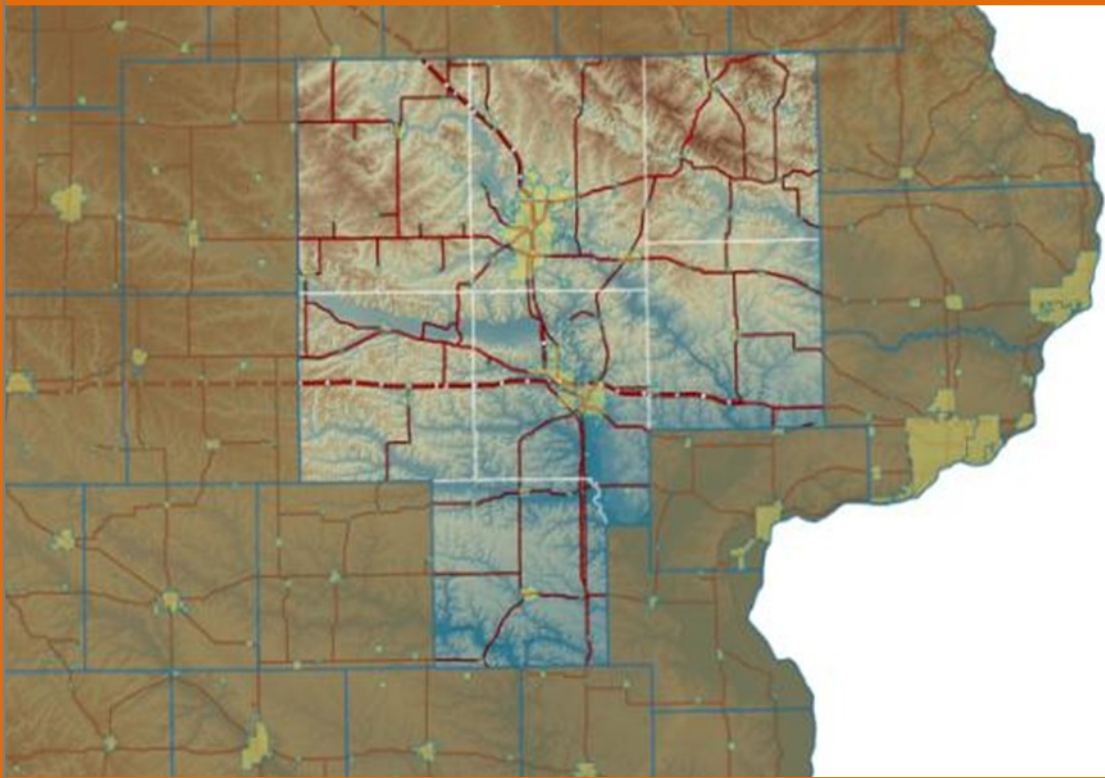


# Passenger Transportation Plan

2011-2015 PTP





# PASSENGER TRANSPORTATION PLAN

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RESOLUTION OF ADOPTION

Region 10 Regional Planning Affiliation  
Resolution No. 2010 \_\_\_\_\_

**ADOPTION OF THE FY 2011-2015 Passenger Transportation Plan (PTP)**

**WHEREAS**, the Iowa Department of Transportation has requested that counties join together for the purposes of transportation planning; and

**WHEREAS**, the counties of Benton, Cedar, Iowa, Johnson, Jones, Linn, and Washington have joined together as the Region 10 Regional Planning Affiliation; and

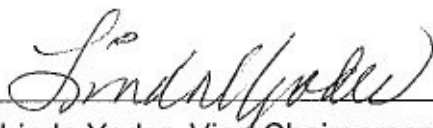
**WHEREAS**, the Policy Committee is the policy board which governs the Region 10 Regional Planning Affiliation; and


**WHEREAS**, the development of a PTP is the responsibility of the Regional Planning Affiliation; and

**WHEREAS**, the Policy Committee and the public have had an opportunity to review and comment on the proposed plan;

**BE IT RESOLVED**, that the Region 10 Policy Committee adopts the FY 2011-2015 PTP.

Adopted this 21<sup>st</sup> day of April, 2010, and signed this 21<sup>st</sup> day of April, 2010 by the Policy Committee Vice-Chairperson.

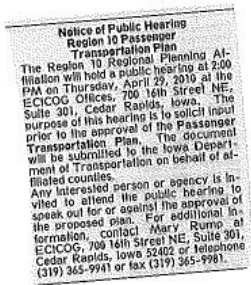
  
Linda Yoder, Vice-Chairperson

  
Attest

STATE OF IOWA  
 Counties of Linn and Johnson ss.

I, Dave Storey, do state that I am the publisher of THE GAZETTE, a daily newspaper of general circulation in Linn and Johnson Counties, in Iowa. The notice, a printed copy of which is attached, was inserted and published in THE GAZETTE newspaper in the issue(s) of April 22, 2010.

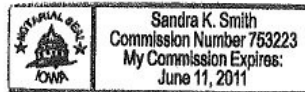
The reasonable fee for publishing said notice is \$9.73



*Dave Storey*

This instrument was acknowledged by Dave Storey before me on April 22, 2010.

*Sandra K. Smith*  
 Notary Public in and for the State of Iowa





## SECTION 1: INTRODUCTION AND PROCESS DISCUSSION

The East Central Iowa Council of Governments FY2011-2015 Passenger Transportation Plan (PTP) is a required document mandated by Congress through the Safe, Accountable, Flexible, Efficient, Transportation, Equity Act: A Legacy for Users (SAFETEA-LU) that reauthorized funding for transportation services. This mandate requires transportation projects to be part of a “locally-developed, coordinated public transit-human services transportation plan.” Similarly, in the State of Iowa, Chapter 324A of the Iowa Code requires that all agencies spending public funds for the provision or purchase of passenger transportation services, other than public school transportation, must coordinate or consolidate that funding and the resulting services with the respective public transit system in their area. The Passenger Transportation Plans are an Iowa creation that incorporate federal and state requirements for coordinated planning, and provide needs-based justification for passenger transportation projects. The goals of the PTP are:

- 1.) Improve transportation services to Iowans
- 2.) Increase passenger transportation coordination
- 3.) Create awareness of unmet needs
- 4.) Develop new working partnerships
- 5.) Assist decision makers, advocates, and consumers in understanding the range of transportation options available
- 6.) Develop justification for future passenger transportation investments
- 7.) Save dollars and eliminate overlapping of services

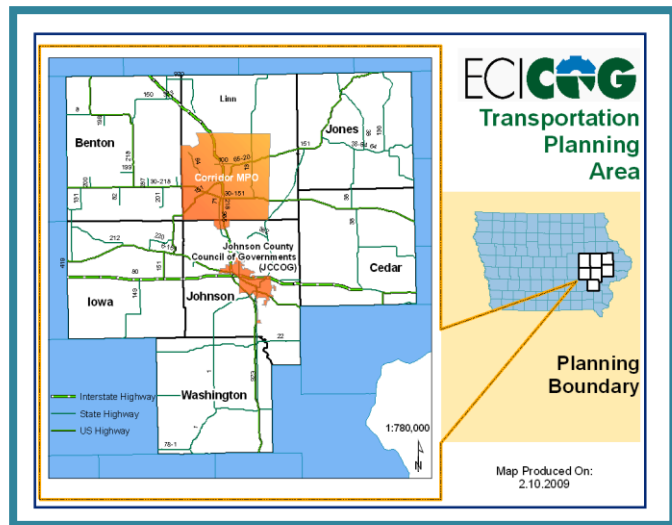


East Central Iowa Council of Governments (ECICOG) is one of 18 Regional Planning Affiliations (RPAs) in Iowa that is required to prepare a PTP. In addition to providing transportation-planning services for Benton, Cedar, Iowa, Johnson, Jones, Linn and Washington Counties, ECICOG provides planning and administrative services to East Central Iowa Transit, the regional transit system that serves Benton, Iowa, Johnson, Jones, Linn and Washington Counties. River Bend Transit provides transit service to Cedar County. The ECICOG planning area is unique in that two metropolitan areas are located within the region: Cedar Rapids and Iowa City. The Corridor Metropolitan Planning Organization (MPO) and Johnson County

Council of Governments (JCCOG) provide planning for these metropolitan areas, respectively. The Corridor MPO and JCCOG are two of nine MPOs in Iowa.

FIGURE 1: MPOS  
WITHIN THE RPA

The Passenger Transportation Plan is divided into the following five sections: Introduction and Process Discussion, Inventory, Needs and Gap Analysis, Funding and Recommended Projects. The first section, Introduction and Process Discussion, will acknowledge principal



participants and describe meeting content and purpose. The Inventory section will provide an overview of existing passenger transportation operations in Region 10, including public transit systems, private transportation providers, volunteer transportation programs, medical transportation providers and human service transportation providers.

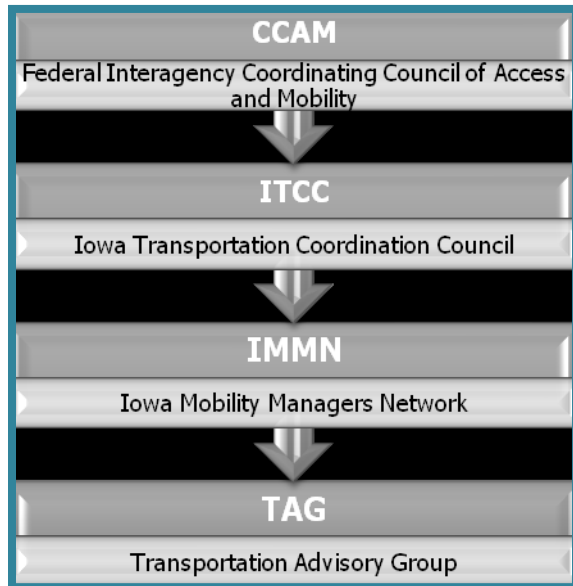
The evaluation of passenger transportation services is the most important part of the PTP process and is undertaken in the Needs and Gaps Analysis. The fourth section in the PTP will identify Department of Transportation (DOT) Funding expectations for the coming year, as well as an identification and discussion of funding sources for the following four years. Lastly, the fifth section of the PTP will identify and describe Recommended Projects.

Ultimately, widespread participation and continued dialogue between human service and transportation providers will result in a successful transportation planning effort for residents of Iowa. This effort will not only increase mobility options for residents of Iowa, but more importantly, it will help guarantee that each disabled person, elderly person or low-income worker will have opportunities to participate and engage in life.

## COORDINATION AND DEVELOPMENT OF PTP, DISCUSSION OF PROCESS

In 2004, the federal government organized an interagency council, led by the Federal Transit Administration (FTA) and named the Coordinating Council on Access and Mobility (CCAM). The CCAM oversees activities and makes recommendations that advance the goals of the Order: *simplify customer access to transportation, reduce duplication of transportation services, streamline federal rules and regulations that may impede the coordinated delivery of services, and improve the efficiency of services using existing resources*. The CCAM developed the United We Ride initiative that includes a team of regional Ambassadors. The Ambassadors provide states

and territories with hands-on technical assistance in the development and implementation of coordinated human service transportation plans. The Ambassadors also work to build awareness among decision-makers, service providers, and consumers on key issues related to human service transportation and coordination.



The Iowa Transportation Coordination Council (ITCC) has taken a leadership role in providing a framework for transportation coordination in Iowa. Members of the Iowa Transportation Coordination Council include Iowa departments of Education, Elder Affairs, Public Health, Transportation, Veterans Affairs, Workforce Development, and the Iowa State Association of Counties. In 2006, a United We Ride Coordination grant allowed the ITCC to provide a series of

coordination workshops that served as the foundation for the coordination efforts throughout the state.

Fifteen Mobility Action Planning (MAP) Workshops brought a diverse group of stakeholders together to identify barriers in transportation and explore ways to overcome these barriers. As a result, the ITCC supported the creation of Transportation Advisory Groups (TAGs) in each RPA and MPO. In addition, during August of 2007, a team of ITCC members participated in Community Transportation of Association America's (CTAA) Institute for Transportation Coordination and developed an action plan for the State of Iowa.

In June of 2006, ECICOG partnered with the IDOT, Corridor MPO and JCCOG to jumpstart the coordination process by hosting a Mobility Action Planning Workshop in North Liberty. At this workshop, the PTP requirements were presented, after which the United Way of East Central Iowa (UWECI) noted that a partnership with ECICOG and the Corridor MPO could address the transportation barrier UWECI had identified during a 2006 Community Assessment. As a result of this partnership, the first regional TAG (Human Services Transportation Advisory Group, or HSTAG) meeting was jointly organized and facilitated by ECICOG, Corridor MPO and UWECI staff. This meeting was well attended by a variety of stakeholders, including many public officials. The TAG subsequently divided into subgroups to create environments more conducive to meaningful and focused dialogue.

The Marketing and Education subgroup of the TAG was the primary organizing body of both the Mobility Management Workshop held on May 6, 2008, and the Community Transportation

Forum held on May 7, 2008 in Cedar Rapids. The workshop was facilitated by Community Transportation Association of America (CTAA) staff, and they were also keynote speakers at the event. The goal of the workshop was to educate HSTAG members about the possibility of mobility management activities and positions. The full-day forum was attended by 83 participants, which confirmed the HSTAG's belief that there was a need to bring transportation and human service providers together in the region. The HSTAG and the ITCC were fortunate in that they were able to send a team to CTAA's Institute for Transportation Coordination in August of 2007. An action plan was completed at that time, which pointed to a need for mobility management-type activities.

Numerous meetings and discussions regarding "next steps" (between the agency partners, ECICOG, Corridor MPO and UWECI) and several HSTAG meetings later, the group decided that its efforts would be best served if a mobility manager were hired to help identify the activities and benefits of mobility management. In November of 2008, ECICOG hired a mobility manager (**see Appendix 1**) who assumed the responsibility of preparing the agenda and staffing the quarterly HSTAG meetings. The HSTAG Flowchart (**see Appendix 2**) is a work in progress. As mentioned above, after several months, the initial large-group format was revised to create small groups with a specific topical focus, i.e. disability group, elderly group, etc. This change occurred in response to comments that the original method of planning was "siloing" the coordination efforts, and HSTAG saw "task focused" small groups as a method to increase productivity. Although the HSTAG Staff Liaisons and mobility manager frequently discuss the need to refine and formalize the flowchart, it is still a work in progress.

By the end of 2008, the mobility manager had also met with human service and transportation providers individually to interview and document what each felt were the transportation needs and assets in the community. The Corridor MPO developed and distributed an online transportation survey during the same time period. In 2009, ECICOG and Corridor MPO developed and distributed a joint online survey that allowed participants to identify whether they were responding to Cedar Rapids Metro or Rural Counties and Areas transportation. A Word version of the survey was also distributed for those who preferred not to use the online survey method. The survey was sent to members of the HSTAG Benton County Coalition, Healthy Linn Care Network Coalition, Jones County Community Services Coalition, and Washington County Healthy Communities and to area hospitals' social work staff. Word document surveys were mailed with a stamped, return-addressed envelope to the region's care centers. Surveys are discussed in the Needs and Gap Analysis.

The mobility manager has spent a significant portion of the past year establishing networks, meeting people and building relationships with transit, medical and human service providers.

This includes attending county coalition meetings, discussing at one-on-one meetings and scheduling meetings when a coordination effort and relationship was beneficial to the greater cause of mobility. Although much has been accomplished, the task at hand is substantial and numerous barriers still exist; the process of building relationships and trust is long and arduous. However, the HSTAG and mobility manager believe in the process and are prepared for the work and time this effort will require.

## B: PASSENGER TRANSPORTATION PLAN MEETINGS

The following meetings (see **Appendix 3**) were held to discuss transportation needs and assets. Many of the agenda items focused on education and awareness of existing community transportation resources. The mobility manager attended most of the following passenger transportation planning meetings and facilitated those that are indicated with an asterisk\*.

### Highlights of HSTAG Meetings

Approve PTDP

NTS coordinating with other HSTAG members to fulfill some shuttle need

Effort facilitated by a regional mobility manager

Approve HSTAG mission and brand

### Highlights of Staff Liaison Meetings

Approve HSTAG agendas

Guide Mobility Manager's work plan

Recommend transportation forum every other year

### HUMAN SERVICES TRANSPORTATION ADVISORY GROUP-HSTAG

\*Thursday, December 11, 2008

\*Tuesday, January 20, 2009

\*Wednesday, April 8, 2009

\*Wednesday, July 8, 2009

\*Wednesday, October 14, 2009

\*Wednesday, January 27, 2009

### STAFF LIAISON-HSTAG

\*May 22, 2009

\*August 18, 2009

\*November 10, 2009

\*December 3, 2009

### VOLUNTEER TRANSPORTATION COORDINATORS

\*Monday, April 13, 2009

### Highlights of Volunteer Transportation Meeting

Allow volunteer programs to share best practices and to network

### Highlights of CABS Meetings

Develop ADA Customer Services-Sensitivity Training Curriculum

Review CABS budget

Review of CABS process

Recommend changes to C.R. Taxicab Ordinance

### Highlights of CABS ADA Customer Service Training

Develop sensitivity training for taxicab drivers

Market training to other professional transportation programs

### Highlights of Medicaid Transportation Brokerage Conference Call

Research possibilities of Iowa Medicaid Transportation Brokerage

### CABS TO AUGMENT THE BUS SYSTEM-CABS

---

April 1, 2009

April 29, 2009

May 27, 2009

July 1, 2009

August 5, 2009

September 2, 2009

October 5, 2009

November 9, 2009

December 14, 2009

Monday, January 10, 2010

### CABS-ADA CUSTOMER SERVICE TRAINING

---

\*August 20, 2009

\*August 26, 2009

\*September 2, 2009-recommendation to CABS

### MEDICAID TRANSPORTATION BROKERAGE CONFERENCE CALL

---

\*September 21, 2009

### Highlights of HSTAG Marketing and Education Committee Meetings

Organize and host Easter  
Seals Project Action event  
for transit, CPCs and  
consumers

Develop mission and vision  
statements

Develop HSTAG Brochure

Develop Regional  
Transportation Resource  
Guide

Organize Community  
Transportation Forums

### Highlights of Transportation Operators' Group Meetings

Research educational  
opportunities for the ECI  
Transit providers

ITS trouble shooting and  
coordination

ADA accessibility training  
and best practices

### HSTAG-MARKETING AND EDUCATION

---

\*February 2, 2009

\*March 13, 2009

\*April 6, 2009

\*May 4, 2009

\*June 8, 2009

\*August 19, 2009

\*October 8, 2009

\*November 23, 2009

\*December 9, 2009

\*Tuesday, January 5, 2010

### TRANSPORTATION OPERATORS' GROUP-TOG

---

Thursday, March 19, 2009

\*Thursday, June 11, 2009

\*Thursday, September 10, 2009

\*Thursday, January 21, 2010

### TRANSPORTATION COALITION FOR JONES COUNTY

---

\*May 4, 2009

\*July 6, 2009

\*September 14, 2009

\*September 22, 2009

### **Highlights of AARP Johnson County Livable Communities**

Develop, disseminate and market transitioning driver programs and information

Investigate door through door volunteer transportation programs

### **Highlights of the IMMN**

Provide support and network for Iowa's mobility managers

Link between local and state coordination efforts

Explore best practices for mobility management

Educate human service and medical providers about transportation coordination

### **Highlights of the Interagency Transportation Coordination Council**

Provide state leadership on transportation coordination

### **AARP-JOHNSON COUNTY LIVABLE COMMUNITIES**

Tuesday, April 14, 2009

Tuesday, June 9, 2009

Tuesday, August 11, 2009

Tuesday, October 13, 2009

Tuesday, November 10, 2009

Tuesday, January 12, 2010

### **IOWA MOBILITY MANAGEMENT NETWORK-IMMN**

Tuesday, November 3, 2009

\*Tuesday, January 12, 2010

### **INTERAGENCY TRANSPORTATION COORDINATION COUNCIL-ITCC**

Wednesday, March 11, 2009

Wednesday, May 13, 2009

Wednesday, September 9, 2009

Wednesday, November 4, 2009

Wednesday, January 13, 2010



## C: HUMAN SERVICE COALITIONS AND COMMUNITY MEETINGS

The mobility manager participates in the following coalitions and group activities to bring awareness to the transportation coordination efforts and to identify and build new partnerships.

- ✓ United Way's Health Solutions Team Meeting
- ✓ Linn County's Healthy Living Coalition
- ✓ Benton County Coalition
- ✓ Continuum of Care
- ✓ Washington County Healthy Communities
- ✓ Jones County Community Services Coalition
- ✓ United Way's Food Security Team Meeting

## D: TRAINING AND EDUCATION

The Marketing and Education HSTAG applied for and was granted an Easter Seals Project Action distance learning event called *Communities on the Move: Using All Transportation Options (ADA and beyond)* (see **Appendix 4**). The training was held in Johnson County in the new Johnson County SEATS building and meeting room. The information was presented to 25 participants via video conferencing equipment with local support from the mobility manager. Public, private and volunteer transportation providers in each of the six counties were invited as were the six Central Point of Coordination (CPC) in each county. Several disability consumer groups were invited as well. The presentation included modules titled *Sensitivity Training* and *ADA Questions and Answers*. Modules were presented in a variety of ways including opportunity for small group interaction and brainstorming sessions. The participant feedback indicated attendees felt that the training had been very worthwhile.

The mobility manager was able to attend two Community Transportation Association of America (CTAA) trainings in the past year. *Transportation Solutions Coordinator Training* was a train-the-trainer workshop that focused on teaching mobility managers to organize community transportation resources in an accessible format and to provide these resources to agencies with brief training to agency supervisors. ECICOG's Regional Transportation Resource Guide (see **Appendix 5**) is the fundamental transportation guide provided to agency supervisors toward this effort. Resources and programs listed within this guide are discussed and clarified to supervisors who in turn are able to answer employees' transportation questions.

Several TAG members attended a CTAA Employment Transportation Forum. Panelist and speakers provided the audience with a wide range of examples of successful employment

transportation efforts that included vanpools, carpools, opportunities for tax credits to employers and employees, and many other creative ways of getting people to work. Members of the HSTAG that attended this forum have been meeting to discuss employment transportation and most recently organized a webinar presentation of the alternative transportation software, GreenRide. The Marketing and Education HSTAG has decided to include a speaker/current user of GreenRide on the June 2010, Community Transportation Forum Agenda.

Finally, two members of HSTAG attended CTAA's Annual Conference in Rhode Island in 2009. It was an excellent opportunity for both attendees to learn what other communities are doing to advance transportation coordination. The conference offered numerous workshops and speakers with a range of practices outside the traditional transit paradigm.

## **E: TRANSPORTATION FORUMS**

Our first transportation forum, Community Transportation Forum, was held on May 7, 2008 in Mercy Medical Center's Hallagan Education Center (**see Appendix 6**). The purpose of the forum was to increase public awareness of transportation resources and issues and to gauge community support for creating a mobility manager position. The event was planned and facilitated by the Marketing and Education subgroup of HSTAG and was marketed by members of HSTAG. Eighty-three people attended the full-day event and the feedback from attendees was overwhelmingly positive and in support of the mobility manager concept.

The Marketing and Education subgroup of HSTAG is currently planning a second Community Transportation Forum. The group has secured Mercy Medical Center's Hallagan Education Center for Wednesday, June 2, 2010. The forum will give attendees the opportunity to hear about mobility management activities under way and to hear from the mobility manager regarding first year successes and barriers. The forum agenda will include informational opportunities for human service and healthcare providers and will include an update on the Iowa Medicaid Transportation Brokerage and a panel of regional transportation providers to describe services and answer questions.

The event will also include speakers and concepts that represent alternative transportation. The business community and chambers of commerce will be included in the invitee list and will be targeted with information about tax credits for businesses that promote alternative transportation, education about how they can support bicycling, carpooling and vanpooling as transportation and also offer the business community an opportunity to become involved in the planning.

The HSTAG has determined that hosting transportation forums is a great opportunity to educate consumers and providers of service. A benefit of hosting the forum in Cedar Rapids and in June is that C. R. Transit will be implementing an ADA Eligibility process in the summer of 2010 and the director will be invited to speak about the FTA-mandated process. The audience attending the forum will be an asset for disseminating accurate information about the ADA-eligibility process as it is revealed to Linn County residents. In addition, the Iowa Medicaid Enterprise is scheduled to begin operating the Iowa Medicaid Transportation Brokerage in the fall and the forum will be an excellent opportunity to educate the region's providers and consumers about how this process will change.

## F: PRIMARY PARTICIPANTS

The following individuals representing 130 organizations and agencies were participants in the PTP process by attending Human Services Transportation Advisory (HSTAG) meetings, HSTAG subgroup meetings, county coalition meetings, answering surveys online or on paper, by attending transportation forums or by corresponding with the mobility manager regarding transportation options, assets and needs within the region.

**TABLE 1: HSTAG MEETING PARTICIPANTS**

	Agency	Participant
1	Boys and Girls Club	John Tursi
2	211-United Way	Chris Juett
3	AARP	Larry Neppl
4	Abbe Center	Kathy Johnson
5	Aging Services-Abbe	Teresa Robinson
6	Alzheimer's Association	Kim Beals
7	American Cancer Society	Kelly Bakewell
8	American Cancer Society	Sandy Hutchcroft
9	American Classic Taxi	Nazar Osman
10	ARC of East Central Iowa	Delaine Petersen
11	Arc of East Central Iowa	Tara Cornelius
12	Arc of East Central Iowa	Tom Doermann
13	Area Ambulance Service	Greg Clay
14	ASAC	Wanda Mokry-Sellers
15	ASAC	Tom Morrissey
16	Benton County Coalition	Carol Zander
17	Benton County Transit	Mary Halstead
18	Benton County Volunteer Transportation	Pat Franzenburg
19	Big Brothers & Big Sisters	Linda Henecke
20	CABS-Corridor MPO Representative	Chris Thoms
21	Catherine McAuley Center	Jennifer Tibbetts

22	Cedar County Volunteer Transportation	Elda Licht
23	Cedar Rapids City Council	Justin Shields
24	Cedar Rapids Schools Transportation	Denny Schreckengast
25	Cedar Rapids Transit	Brad DeBrower
26	Churches United	Brooke Lukes
27	City of Cedar Rapids	Rob Wagner
28	City of Hiawatha	Tom Patterson
29	City of Marion	Paul Rehn
30	Consumer	Alice Rogers
31	Consumer	Amy March
32	Consumer	Colleen Lewis
33	Consumer	Daniel Babb
34	Consumer	Edith Kendall
35	Consumer	Janet Glendenning
36	Consumer	Martin Shelton
37	Consumer	Sara Mentzer
38	Consumer	Shelly Krepper
39	Consumer	Therese Molloy
40	Coralville Transit	Vicki Robrock
41	Corridor MPO	Sushil Nepal
42	Department of Human Services	Irene Holzwarth
43	Des Moines MPO	Dylan Mullenix
44	Discovery Living	Jody Bailey
45	Discovery Living	John Morris
46	East Central Iowa Council of Governments	Doug Elliott
47	East Central Iowa Council of Governments	Mary Rump
48	Jones County Elderly Outreach-Transportation	Rachel Menard
49	Empower Iowa	Cherie Clark
50	Foundation 2	Deb Peddycoart
51	Four Oaks	Jim Ernst
52	Geneva Towers	Sandy Bruns
53	Goodwill of the Heartland	Shannon Jamison
54	Green Square Free Meals	John Locher
55	HACAP-Community Development	Isaac DeLong
56	HACAP-Community Development	Lisa Bender
57	HACAP-Director	Jane Drapeaux
58	HACAP-Transitional Housing	Bob Sprengeler
59	HACAP-Transitional Housing	Jesse Hurley
60	HACAP-Washington County	RenElla Crawford
61	Healthy Linn Care Network	Jill Roeder
62	Helping Hands Ministry	Louis Rude
63	Heritage Area Agency on Aging	Kellie Elliott
64	Horizons	Scott Shook
65	Iowa County Transit	Sam Gipple
66	Iowa County Volunteer Transportation	Maxine Goode

67	Iowa Department of Corrections	Bill Hoekstra
68	Iowa Department of the Blind	Jonathan Ice
69	Iowa Department of Transportation	Amanda Martin
70	Iowa Workforce Development	Carlos Vega
71	Iowa Workforce Development	Judy McDowell
72	I-Smile	Trisha Willenborg
73	Jane Boyd	Karl Cassell
74	Jane Boyd Community Health Free Clinic	Darlene Schmidt
75	Jane Boyd Youth Programs	Henry Davison
76	JARC/CABS-Cedar Rapids Transit	Amy McNeal
77	JCCOG-Transportation	Ron Logsden
78	JCCOG-Community Services	Linda Severson
79	JETS of Jones County	Kathy Koeperick
80	Johnson County Council of Governments	Brad Neumann
81	Johnson County SEATS	Tom Brase
82	Linn Community Care Clinic	Neal Currell
83	Linn County Community Services	Ann Hearn
84	Linn County Public Health	Stephanie Neff
85	Linn County Supervisor	Jim Houser
86	Linn County Supervisor	Linda Langston
87	Linn County Supervisor	Lu Barron
88	Linn County-General Assistance	Linda Homan
89	Linn Haven	Elaine Sweet
90	Linn Mar Schools	Brian Cruise
91	Livable Communities-AARP	Ron Rath
92	Master Cab of Cedar Rapids	P.J. Swentik
93	Past Mayor of Cedar Rapids	Kay Halloran
94	Mayor of Cedar Rapids	Ron Corbett
95	Mercy Medical Center-Social Services	Beth Lange
96	Mission of Hope	Pat Kane
97	My Riders Club	Martin Wissenberg
98	NTS-Neighborhood Transportation Service	Mike Barnhart
99	NTS-Neighborhood Transportation Service	Kay Fisk
100	Office of Public Transit	Michelle McEnany
101	Office of Public Transit	Peter Hallock
102	Options of Linn County	Reggie Ancelet
103	PADS	Wayne Springfield
104	PADS	Bob Cihla
105	PADS	Michael Chalupa
106	Region 6	Jeff Harris
107	Representative	Swati Dandekar
108	Robins City Council	Joel Miller
109	RSVP of Jones County	Barbara Hoffman
110	Salvation Army	Linsay Hand
111	Senator Grassley's Office	Mary Day
112	Senator Tom Harkin's Office	Tamara Milton

113	Solon Senior Advocates	Sandy Hanson
114	Southeast Linn Community Center	Jeff Kapparos
115	Special K's Transportation	Amy Kahler
116	St. Luke's Hospital	Angela Berns
117	St. Luke's Hospital-E.R.	Shelly Evans
118	State Legislator	Rob Hogg
119	To The Rescue	Patrick Williams
120	U of I	Paul Hanley
121	United Way of East Central Iowa	Eugenia Vavra
122	United We Ride Ambassadors	Margi Ness
123	University of Iowa-CAMBUS	Brian McClatchey
124	Washington County Mini Bus	Terri Huffman
125	Washington County's Healthy Community	Edie Nebel
126	Ways to Work-Horizons	Kathi Moss
127	Willis Dady Homeless Shelter	Dusty Noble
128	Witwer Senior Dining	Myrt Bowers
129	Young Parents Network	Beula Dvorak
130	Young Parents Network	Steve Nylin

## SECTION 2: INVENTORY OF PROVIDERS AND PROGRAMS

This section includes a discussion of the existing passenger transportation operations (human service providers, private providers, and transit systems) within the planning area. The information was gathered by the mobility manager from a variety of types of organizations with different reporting standards. Where the data was available, the information on the providers listed below includes: type of service offered; eligibility requirements; hours of operation; annual miles of service; type, number and ADA status of vehicles in fleet; operator of service; and annual operating expenses and revenues. For providers listed below without all inventory criteria completed, that information was omitted because it was not available from the provider at this time.

### AIRPORT, AIRPORT SHUTTLES AND CAR RENTALS

The Eastern Iowa Airport is located at 2515 Wright Brothers Boulevard S.W., on the south side of Cedar Rapids, easily accessible from both Interstate 380 and Highway 30. The airport was known as The Cedar Rapids Airport until 1997, when the name was changed to The Eastern Iowa Airport to better reflect the area the airport serves. The number of customers using the airport has steadily increased over the years. In 2000, one million passengers were served in one year, marking a milestone in the airport's history. The Eastern Iowa Airport is owned by the City of Cedar Rapids and operated by the Cedar Rapids Airport Commission. Allegiant, American Eagle, Delta and United Express operate flights daily from airport (see Attachment 8 for Annual Passenger Statistics and Summary of Key Activities). Two airport shuttle services (Airport Shuttle Service and Airport Express) provide transportation services. The Airport Shuttle Service operates 2-10 passenger vehicles and 6 minivans and transports passenger anywhere within the State of Iowa. These vehicles are not handicap accessible. Airport Express is a division of Express Limousine Service and they have a variety of vehicles (12) available to them for passenger transportation services. Airport Express has one vehicle in their fleet that is handicap accessible. Additionally, four taxicab companies will provide airport transportation. Rental car services are available from Avis, Hertz, National and Enterprise.

### INTERCITY BUS AND RAIL SERVICE

*Burlington Trailways* and *Greyhound* operate intercity bus routes in Region 10, and route their services through Cedar Rapids and/or Iowa City. Both providers have ticket counters open Monday-Sunday for the convenience of passengers. Burlington Trailways fulfills some consumer need for transportation between the Cedar Rapids-Iowa City Corridor by offering routes in each direction, twice a day. Regional charter service providers include Cedar Valley World Travel, Kings & Queen Coaches, Windstar Lines, All Iowa Charter and The Party Bus.

*Passenger rail service* is not available within Region 10. A study completed in 1995 at the request of Cedar Rapids and Iowa City determined that the service was not viable at that time, but should be reexamined in the future as the metro area populations increase. Outside Region 10, the nearest passenger rail service location is an Amtrak stop in Mount Pleasant. The Illinois Department of Transportation and Iowa Department of Transportation conducted a study regarding the feasibility of a Chicago-Iowa City via Quad Cities Amtrak Route. The study estimated annual ridership at 187,000 passengers, based on two daily round-trips if track improvements are made to allow speeds of 79 mph. The estimated cost of the line upgrade is \$54.9 million. The next-steps identified by the project include project support from Iowans, securing funding, negotiations between Iowa and Illinois and the railroads, procurement of railcars and construction of stations, and infrastructure improvements.

## RURAL PUBLIC TRANSPORTATION PROVIDERS

ECICOG contracts with transit providers in six of the counties within Region 10 to provide public transit service on behalf of East Central Iowa Transit. In each county the providers are: Benton County Transportation; Iowa County Transportation; Johnson County Seats; Jones County JETS; Linn County LIFTS and Washington County Mini Bus. The six rural transit providers operate independently yet comprise the regional transit system known as ECI Transit. Services outside of the county of origination are also offered to provide access to essential services, which are often located in the metropolitan areas of Cedar Rapids and Iowa City. As of 2010, all seven providers are utilizing RouteMatch Client Server as their dispatching software. All seven providers are also currently Medicaid transportation providers.

## BENTON COUNTY TRANSPORTATION

Benton County Transportation (BCT) is operated by the County and is governed by the Benton County Board of Supervisors. Located in Vinton, Iowa, Benton County Transportation provides demand-response transit services, Monday through Friday from 6:30 a.m. to 6:00 p.m., to residents throughout the county. BCT currently charges \$2 roundtrip within the county, \$10 roundtrip for scheduled trips to Cedar Rapids (Monday, Tuesday, Thursday & Friday) and \$20 an hour for special trips. In fiscal year 2009, this amounted to 28,962 general public trips and 95,279 revenue miles of service. BCT operates 10 accessible vehicles.

BCT is located in an administrative office building in Vinton that also houses the County Sheriff's Department. This location offers conference space and on-site, covered parking for vehicles. BCT also park and operate three vehicles in Belle Plaine, in an effort to minimize costs. BCT's Vinton offices were temporarily relocated following the flood of 2008, but they were able to move back in their administrative office building in January 2009. BCT staff is composed of 2 full-time and 11 part-time employees.



## **IOWA COUNTY TRANSPORTATION**

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Iowa County Transportation (ICT) is a department of Iowa County. ICT's facility and administrative office is located in Marengo, Iowa. Most of ICT's vehicles are parked inside on this property with the exception of three that are parked in Williamsburg. Again, these vehicles operate from Williamsburg in an effort to minimize costs. ICT provides demand-response public transit service Monday through Friday from 6:00 a.m. to 5:30 p.m. ICT currently charges \$3 one-way for local trips. Other rates are dependent on mileage and destination.

In fiscal year 2009, ICT provided 27,538 rides; 15,812 general public rides and 11,726 rides provided through contracts with Rural Employment Agency (REA), a sheltered workshop for disabled persons. ICT also provides preschool transportation for 120 children. ICT completed 152,606 revenue miles with the 8 vehicles in their fleet. Six of these vehicles are accessible. ICT employs 1 full-time and 8 part-time staff.

## **JOHNSON COUNTY SEATS**

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Johnson County SEATS, operated by Johnson County, provided 74,908 demand-response trips and 309,944 revenue miles of service to rural residents of Johnson County. SEATS, whose drivers are unionized, employs 18 full-time and 29 part-time employees. SEATS operates 10 regional accessible vehicles from 8:30 a.m. to 4:30 p.m., Monday through Friday, servicing each rural community three days a week.

In addition, SEATS provided 28,642 rides and 118,510 revenue miles of complementary paratransit service to the metropolitan areas of Iowa City, Coralville, North Liberty and University Heights. SEATS operates 12 urban accessible vehicles from 6:00 a.m. to 10:30 p.m., Monday through Saturday, and from 8:00 a.m. to 2:00 p.m. on Sunday. Eligibility for the complementary paratransit service in Iowa City, Coralville, North Liberty and University Heights, is determined by each community transit system's ADA eligibility. The one-way fare for this service is \$1.50 in the metro areas and \$2.00 for non-metro rides.

A new Johnson County facility was completed in December 2008, and is shared by Johnson County SEATS and Johnson County Secondary Roads. The facility, located in Iowa City, has spacious administrative and meeting areas and an enclosed parking area for vehicles. SEATS also park and operate one vehicle from Solon and one from Lone Tree.

## **JONES COUNTY JETS**

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Jones County JETS is a department of Jones County, and is governed by the Jones County Board of Supervisors. Located in Anamosa, Iowa, Jones County JETS offers demand-response public transit services, Monday through Friday, 7:00 a.m. to 5:00 p.m. JETS rates are \$2 one-way within a city, \$3 one-way outside a city (within Jones County), and \$25 an hour outside Jones County.

In fiscal year 2009, JETS provided 31,169 general public rides and completed 169,781 revenue miles. Jones County JETS operates 9 accessible vehicles and employs 2 full-time and 9 part-time staff. JETS administrative office is located in the basement of a nonprofit facility in Anamosa and their vehicles are parked in an adjacent lot. Jones County JETS and RSVP of Jones County, the county's volunteer transportation program, have an excellent relationship and often refer clients to one another to ensure the rider has the more appropriate transportation service.

### **LINN COUNTY LIFTS**

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Linn County LIFTS provided 47,571 demand-response trips and 198,809 revenue miles of service to rural residents of Linn County in fiscal year 2009. In addition, LIFTS provided 36,450 rides and 140,524 revenue miles of complementary paratransit service to metropolitan areas of Linn County. LIFTS, employs 22 full-time and 2 part-time staff, and LIFTS' drivers are unionized. LIFTS operates 11 regional vehicles with daily routes going to rural Linn County, Monday through Friday. LIFTS also operates 13 urban vehicles from 6:30 a.m. to 6:00 p.m., Monday through Friday, and 8:00 a.m. to 5:00 p.m. on Saturday. All of LIFTS' vehicles are accessible. The LIFTS facility, located in Cedar Rapids, includes administrative offices, an employee break room & conference space, maintenance facility and outdoor parking for vehicles.

LIFTS provides complementary paratransit service on behalf of C.R. Transit in Cedar Rapids, Marion and Hiawatha. In Cedar Rapids, Marion, and Hiawatha, eligibility will be by C. R. Transit's ADA eligibility process (to be implemented in the summer of 2010). These metro-area fares are \$2 one-way. Rides outside the metro area are \$4 one-way. LIFTS offer a scheduled trip to Iowa City the 1<sup>st</sup> Wednesday and 3<sup>rd</sup> Thursday of each month. The cost for this service is \$4 one-way for elderly and disabled and \$7 one-way for general public.

### **WASHINGTON COUNTY MINI BUS**

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Washington County Mini Bus provided 83,187 rides and 304,935 revenue miles to residents of Washington County. Mini Bus is the only regional service provider that maintains nonprofit status. The Washington County Mini Bus organization is governed by a Board of Directors, whose membership includes representatives of area service organizations and local citizens. The Mini Bus Board oversees the operation, which includes 15 accessible vehicles and 22 employees (6 full time and 16 part-time). The Mini Bus facility includes administrative offices, maintenance bays and indoor parking for vehicles.

Mini Bus offers demand-responsive service, Monday through Friday, 7:00 a.m. to 5:00 p.m. Fares are \$2.50 one-way for in-town rates and other rates are based on distance traveled. Mini Bus successfully pursued a one-cent local option sales tax to benefit transit service. Effective January 2003, Mini Bus receives 25 percent of the tax revenue received by the City of

Washington. Washington Mini provides school transportation for many children in Washington County, including over 200 preschool rides.

### **RIVER BEND TRANSIT**

In addition to Benton, Johnson, Jones, Iowa, Linn and Washington Counties, Cedar County is within ECICOG's planning area. River Bend Transit provides the public transportation service for Cedar County. River Bend Transit provides demand-response transit services to Cedar, Clinton, Muscatine and Scott Counties. River Bend Transit (RBT) provided 10,371 demand-response trips and 39,068 revenue miles of service to Cedar County residents. RBT employs 10 full-time and 76 part-time staff. The two vehicles the RBT drivers operate in Cedar County remain in Cedar County in an effort to minimize costs.

The River Bend Transit facility has three maintenance bays, administrative offices and centralized dispatching. They have 73 revenue vehicles in their fleet of vehicles. Seventy-one of these vehicles are accessible. In rural areas, RBT serves a different portion of the county (which includes all of Cedar County) on a designated day, Monday through Friday. This process of providing service has been in place for several years. The cost of a round-trip ride is \$1.50 in town, \$3 for county service and \$6.50 for out of county service. On the trips RBT takes to a destination city, the \$6.50 fare pays for as many stops within that city that the rider needs to make. River Bend Transit has had and maintains a variety of contracts with schools and human services agencies.

### **URBAN PUBLIC TRANSPORTATION PROVIDERS**

The ECICOG region contains two urbanized areas surrounding the cities of Iowa City and Cedar Rapids. The Iowa City Metropolitan area is served by three transit systems: *Coralville Transit*, *Iowa City Transit* and the *University of Iowa Cambus*. All three systems operate wheelchair accessible, fixed routes that share a common transfer point in downtown Iowa City. Coralville provides transit services on behalf of the City of North Liberty. Both Iowa City and Coralville contract with Johnson County SEATS for complementary paratransit service for elderly and persons with disabilities. Iowa City and Coralville's buses are equipped with bike racks. The Cambus system provides paratransit with its own fleet of accessible vehicles.

The Cedar Rapids Metropolitan Area is serviced by *Cedar Rapids Transit*, which provides wheelchair accessible, fixed-route service within the cities of Cedar Rapids, Marion and Hiawatha. Cedar Rapids Transit also contracts with Linn County LIFTS to provide complementary paratransit service for elderly and persons with disabilities in the metro area. C.R. Transit's service hours are 5:30 a.m. to 6:40 p.m., Monday through Friday and 8:00 a.m. to 5:00 p.m. on Saturday. C.R. Transit employs 51 full-time employees that operate 34 fleet vehicles. These vehicles are equipped with bike racks that are utilized by transit riders. In fiscal

year 2009, C.R. Transit provided 1,156,975 rides and 888,917 revenue miles of service. In addition, C.R. Transit operates a JARC program in collaboration with Neighborhood Transportation Service (NTS). C.R. Transit is also one of three primary partners in the Cedar Rapids' metro-based C.A.B.S. Program.

The Cedar Rapids Transit facility was displaced by the flood of 2008. Their administrative offices and dispatch are currently housed in a temporary building on the original property where they are also able to utilize the maintenance bays. The bus barn and transfer site is temporarily located at the corner of 12<sup>th</sup> Avenue & 2<sup>nd</sup> Street S.E.; several miles from the administrative offices.

### NONPROFIT TRANSPORTATION PROVIDERS

Neighborhood Transportation Service Inc. is a demand responsive, Cedar Rapids-metro area service that operates during hours when C.R. Transit is not in service. Neighborhood Transportation Service (NTS) operates 6:30 p.m. to 6:00 a.m., Monday through Friday and Saturday-Monday, 5:00 p.m. to 6:00 a.m. Trips are \$5 one-way but discount trips are available to C.A.B.S. and JARC participants. Generally, trips are limited to work, school, job training and work readiness programs. In addition to these trips (which are partially JARC funded), NTS contracts with human service agencies to provide transportation to help meet agency needs. NTS currently has contracts with REM Sheltered Workshop, Milestones Adult Day Care, Jane Boyd After School Program, Jane Boyd Pre-School Program, Four Oaks The Bridge, Coe Friends, Heart of Iowa (ASAC Transitional Housing), Witwer Senior Center, ARC Summer Day Program, and HACAP. NTS' primary hours of operation are overnights and weekends, which allow them to have eight vehicles available during regular business hours. NTS is increasingly able to accommodate pockets of human service transportation need.

In fiscal year 2009, NTS provided 43,000 rides and 215,000 revenue miles with 8 vehicles in their fleet. Four of these vehicles are accessible. The agency employs 5 full-time and 11 part-time staff. NTS' offices were also displaced by the flood but have been able to (temporarily) relocate their administrative offices and dispatch to space in the Harambee House. NTS is scheduled to have administrative space at the new United Way Campus, which is scheduled to open December of 2010.

### VOLUNTEER TRANSPORTATION PROGRAMS

Volunteer transportation programs provide transportation service to many elderly residents who live in the seven county planning area. These programs provide transportation to healthcare appointments and, in a few counties, attempt to accommodate transportation for outpatient treatments. Aging Service Transportation is the sole volunteer transportation

program that offers trips for groceries. The clients that utilize these programs are unable to ride on public transit vehicles because of physical restrictions or because of the need for one-on-one care to make the medical trip. Each program's administrative staff is either part-time or volunteer. Each of the volunteer transportation programs has an extensive volunteer driver pool that utilizes their personal vehicles for the cause. Programs are able to offer various mileage reimbursement rates.

To share ideas and practices, the mobility manager organized and facilitated a meeting for the coordinators in April of 2009. This meeting allowed program staff to share best practices, policies & procedures, suggested donation protocol and also to process issues. The group valued the opportunity to meet with one another and suggested organizing another opportunity the following year.

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### **AGING SERVICES VOLUNTEER TRANSPORTATION**

Aging Services Transportation Program is a piece of a larger volunteer program at Aging Services, which is designed to help older adults remain in their own homes. Twenty-seven volunteer drivers provide rides to medical appointments and food sites to elderly in Cedar Rapids, Marion and Hiawatha. Rides from smaller Linn County communities are accommodated if a volunteer lives in the same community. Aging Services currently has over 500 active clients and averages 350 rides per month. The Aging Services Volunteer Transportation program receives funds from United Way of East Central Iowa and Heritage Area Agency on Aging (AOA)

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### **BENTON COUNTY VOLUNTEER TRANSPORTATION**

Benton County Volunteer Transportation Program is also a part of a larger volunteer coordination effort in Benton County. Benton County Volunteers have offices in Belle Plaine and Vinton with a part-time coordinator at each site. Benton County's 80 volunteers provide about 900 out-of-county medical rides a year. Benton County Volunteer Program receives funding from Benton County, United Way of East Central Iowa, City of Vinton, City of Urbana, Belle Plaine Project Group, Heritage Area Agency on Aging and Lincoln Way Corporation.

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### **IOWA COUNTY VOLUNTEER TRANSPORTATION**

Iowa County Volunteer Transportation operates from the senior dining site in North English. The volunteer coordinates 13 volunteer drivers in the southern towns of Iowa County. Iowa County Volunteer Transportation provides 250 rides a year to the elderly for medical appointments outside of Iowa County. Heritage Area Agency on Aging is the sole funder of this program. The current coordinator has been asked to recruit a volunteer coordinator to cover other areas in Iowa County, but she has been unsuccessful in her search. There is a local effort in

the town of Marengo to organize a volunteer transportation program for residents to travel to necessary services within Marengo.

### **RSVP OF JONES COUNTY, ELDERLY OUTREACH TRANSPORTATION**

RSVP of Jones County, Elderly Outreach Transportation Program is a service provided within the RSVP Volunteer Program network that operates in Jones County. The program has a part-time paid staff and 22 dedicated volunteer drivers. Jones County Volunteer Transportation Program provides over 800 rides a year to the county's elderly for out-of-county medical appointments. This program tries to accommodate the ride-intensive dialysis and radiation trips. Funding for this program comes from Jones County Supervisors, Heritage Area Agency on Aging, United Way of East Central Iowa and St. Luke's Rural Health.

### **SOLON SENIOR ADVOCATES**

Solon Senior Advocates offers a variety of services to Solon residents, including volunteer transportation. This program owns and operates a van that is used to take residents to senior dining sites, to appointments and on sponsored pleasure trips. Solon Senior Advocates struggles to recruit drivers who will drive the van. They have one volunteer to organize trips, rides and volunteer drivers.

### **SOUTHEAST LINN COMMUNITY CENTER**

Southeast Linn Community Center offers volunteer transportation services to citizens in Mount Vernon and Lisbon. This service is available to residents who are 60 and older who need transportation to a medical appointments in Cedar Rapids or Iowa City. Coordinating the volunteer transportation is one duty of a full-time staff at the community center. Southeast Linn funds their transportation program by grants from Heritage Area Agency on Aging. They provide 360 rides a year.

### **VOLUNTEER SERVICES OF CEDAR COUNTY**

Volunteer Services of Cedar County provides a volunteer transportation program for residents of the county who are 60 and over. This is a one-on-one service for those who need this type of assistance to get to medical appointments. The volunteer transportation program employs two part-time administrative staff, two volunteer mechanics and fifty volunteer drivers. Two of the volunteer drivers own and operate lift-equipped vans for residents of Cedar County.

### **PRIVATE TRANSPORTATION PROVIDERS AND TAXI CABS**

Various private transportation providers exist within the region; the following is a substantially complete, yet not exhaustive, list of those providers. The providers below were requested to report both annual number of rides and annual revenue miles. Where providers were willing

and able to provide this information, it is listed below in the provider description. If this information is not listed, the provider was unable or unwilling to supply the information.

### **TAXICAB COMPANIES**

American Class Taxi is a taxicab service based in Cedar Rapids. American Class Taxi (ACT) operates 6 non-accessible vehicles that function 24 hours a day and 7 days a week. American Class Taxi's owner estimates yearly ridership is between 1,500-3,000 persons and 10,000- 50,000 revenue miles. ACT provides rides for C.A.B.S. and JARC participants when needed. ACT has two full-time and five part-time driver contracts. ACT provides rides anywhere in Iowa.

Century Cab Company contracts with drivers to provide taxi service. They are based in Cedar Rapids. Century Cab operates only cars and has no handicap accessible vehicles. Century Cab Company provides rides for C.A.B.S. and JARC participants when requested.

Master Cab of C.R. is a demand responsive taxi service based in Cedar Rapids. In fiscal year 2009, Master Cab of C.R. provided 6,000 rides and 60,000 revenue miles. Master Cab of C.R. operates one handicap accessible vehicle that can accommodate 2 wheelchairs and 7 passengers in a trip. They also have two non-accessible vehicles in their fleet. Master Cab of C.R. will transport groups and offers special out of town rates. Master Cab of C.R. can travel anywhere in the continental U.S. Master Cabs of C.R. will provide rides for C.A.B.S. and JARC participants when needed. Master Cab of C.R. is the only taxicab company in Cedar Rapids that has an accessible vehicle.

Yellow Cab contracts with drivers to provide taxi service. They are based in Cedar Rapids. Yellow Cab operates only cars and has no handicap accessible vehicles. Yellow Cab provides rides for C.A.B.S. and JARC participants when needed.

### **PRIVATE TRANSPORTATION PROVIDERS**

Monticello Wheelchair Van is based in Jones County and is dispatched by Monticello Ambulance Service. Wheelchair van service (handicap accessible transportation) is available to residents of Jones County and surrounding counties who need transportation to medical appointments.

Riders Club of Iowa is a new (November, 2009) for-profit transportation provider that utilizes volunteer drivers. Riders Club of Iowa will provide transportation within the Cedar Rapids metro area, 24 hours a day, 7 days a week. There is an annual fee and prepaid cost per destination (~\$5). Riders must be 55 years of age or older.

SouthEast Wheelchair Vans are operated by SouthEast Ambulance Service, which has offices in Cedar Rapids and Iowa City. SouthEast Ambulance Service provides patient transportation by

ground or air ambulance from basic to critical care transports and everything in between. This service operates wheelchair vans or handicap accessible vans 24 hours a day and 7 days a week. All vehicles are oxygen equipped. SouthEast Ambulance Service is a Medicaid and Medicaid Waiver transportation provider.

Special K's Transportation provides an invaluable on-demand service for residents in the region. Special K's operates a 7-vehicle, all-handicapped accessible fleet out of Linn County. Transportation is available 24 hours a day, seven days a week and on holidays by appointment. Special K's will transport individuals and groups. Special K's will transport clients anywhere in Iowa.

Washington County Wheelchair Vans is operated by Washington County Ambulance out of Washington County. The wheelchair vans are handicap accessible and operate 7 days a week, 24 hours a day.

## HUMAN SERVICE TRANSPORTATION

The providers below were requested to report both annual number of rides and annual revenue miles. Where providers were willing and able to provide this information, it is listed below in the provider description. If this information is not listed, the provider was unable or unwilling to supply the information.

### ARC OF EAST CENTRAL IOWA

ARC of East Central Iowa's service covers eight counties in Iowa. Their focus is to deliver programs to disabled persons and families. They own and operate one minivan that is used for staff and consumers daily and one 10-12 passenger, handicap-accessible bus that is used daily in the summer and on weekends during school year. ARC also occasionally makes use of an older conversion van.

### BOYS AND GIRLS CLUB

Boys and Girls Club is an agency that provides programs and services that promote and enhance the development of boys and girls while instilling a sense of competence, usefulness, belonging and influence. There are four clubs in the Cedar Rapids metro area that share two 10-passenger vehicles. The vehicles are not accessible.

### COALITION TO AUGMENT THE BUS SERVICE (C.A.B.S.)

The Coalition to Augment the Bus Service (C.A.B.S.) program provides taxicab rides at a reduced cost to eligible individuals with disabilities when no other means of transportation is feasible. The program offers work rides and non-work (personal use) rides for activities such as grocery shopping, medical appointments, attending church or participating in community



activities. Because of funding limitations, the Personal Use tickets are limited on a monthly basis.

Transportation, particularly during evenings and weekends, continues to be identified as an unmet need by Linn County consumers with disabilities. Although transportation for persons with disabilities is available with the use of cab service, the cost associated with that cab service is beyond the means of most of the participants in the C.A.B.S. program.

The personal use portion of the C.A.B.S. program is an extremely valuable resource for the participants. Most participants use the tickets for essential needs such as grocery shopping, medical and mental health appointments, and socializing opportunities. The personal use tickets give the participants an independent means to transportation. There are approximately 250 rides per month for the personal use portion of the C.A.B.S. program. This is a reduction from last year because limited funding means that C.A.B.S. had to limit the number of personal use tickets offered each month.

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### **CASE-WORKER-PROVIDED TRANSPORTATION**

Case Worker-Provided Transportation is a common practice within the human service field in the region. Case workers and case managers provide transportation to clients in their personal vehicles.

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### **DISCOVERY LIVING, INC.**

Discovery Living, Inc. provides community living support services for adult men and women whose primary disability is mental retardation. Discovery Living, Inc. provides this service in all ECICOG counties except Johnson. Discovery Living, Inc. operates 25 vehicles, 2 that are handicap accessible.

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### **MILESTONES ADULT DAY CARE**

Milestones Adult Day Care operates four vehicles between their two centers. The Marion Center operates a 9 passenger accessible vehicle and the Cedar Rapids Center operates a 16 passenger, accessible bus and two 7-passenger vans that are not accessible. These vehicles are used exclusively for adult daycare transportation in the mornings from 7:30-9:00 a.m. and afternoons from 3:00-4:30 p.m. The cost for this transportation is included in the daycare charge. Milestones staff operate the vehicles.

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### **NEIGHBORHOOD TRANSPORTATION SERVICE, INC.**

Neighborhood Transportation Service, Inc.'s primary service is to work, school, job training and work readiness programs over nighttime and weekend hours. NTS' hours of (primary) operation coupled with NTS' mission to serve the community, make them an invaluable asset for human service agencies as they attempt to fulfill their clients' broad transportation needs.

NTS is currently contracting with REM Sheltered Workshop, Milestones Adult Day Care, Jane Boyd After School Program, Jane Boyd Pre-School Program, Four Oaks The Bridge, Coe Friends, Heart of Iowa (ASAC Transitional Housing), Witwer Senior Center, ARC Summer Day Program, and HACAP. NTS' approachability and flexibility make them a primary participant in the coordination effort.

### **PRESCHOOL TRANSPORTATION**

Preschool Transportation is offered to parents of 3 and 4-year-olds in Iowa County by Iowa County Transit, in Washington County by Washington County Mini Bus and in Benton County by Benton County Transportation. ICT provides 120 preschool rides a day, Mini Bus provides 200 and BCT provides 15 preschool rides. Many of the parents in these counties receive funding to supplement the cost of the transportation.

### **TO THE RESCUE**

To The Rescue is a new home health care and business service in Linn County. There are many other home health agencies within the region, but To The Rescue is different in that they are a Medicaid Provider and they operate a 10- passenger, accessible vehicle for clients that need a lift and/or for group trips.

### **CARE CENTER TRANSPORTATION**

As the following list indicates, many care centers that own and operate vehicles were identified. Almost all the care centers answered "really old" or "fairly new" when asked the age of the vehicles. As expected, private-pay facilities had the newest vehicles and utilized them the most. Some of the centers had activity directors whose job description includes operating the vehicle; others indicated they rarely used the vehicle because they need the staff to work inside the facility. All care centers said they also use public & private transportation systems to meet their residents' transportation needs.

1. Belle Plaine Nursing and Rehab operate a van for group activities.
2. Keystone Nursing Care operate a 4-passenger car for medical appointments.
3. Vinton Lutheran Home & Lutheran Home for Aged-East operate a car, van and a handicap accessible bus for group activities and medical appointments.
4. Virginia Gay Nursing and Rehab operate 3 six-passenger vans, 2 handicap accessible for medical appointments and recreation
5. Cedar Valley Ranch operate 2 ten-passenger and a six-passenger vans for medical trips and group trips.
6. Highland Ridge at Williamsburg operate a 14-passenger bus for medical appointments, Iowa City shuttles, in-town shopping & lunch four times a week.

7. Lakeview Village operate 1 van for trips to University of Iowa Hospitals and in-town shopping
8. Windsor Manor in Vinton operate a seven-passenger van for medical appointments and in-town shopping.
9. River Bend Assisted Living operate 2 vans for in-town shopping and group outings
10. Silvercrest of Anamosa operate a four-passenger car and a fifteen-passenger bus for Cedar Rapids shopping, country drives and activities.
11. Halcyon House operate a five-passenger van and a twelve-passenger bus for in-town shopping and group outings.
12. Pleasantview Home operate a car, a van and a 21-passenger bus for in-town shopping and hair appointments.
13. Leland Smith Assisted Simpson operate a five-passenger car to view Christmas lights, fall trips and hair appointments.
14. United Presbyterian Home operate a car and a twelve-passenger van for group outings.
15. Cherry Ridge Assisted Hallmark Care Center operate a six-passenger van for group outings.
16. Solon Retirement Village & Solon Nursing Care operate a seven-passenger van for recreational use only.
17. Atrium Village operate a seven-passenger van.
18. Country View Retirement Home utilize employee vehicles.
19. Pioneer Place Assisted & Lone Tree Care Center operate a van for recreation.
20. Cottage Grove Place operate a car and 2 handicap accessible buses for shopping, group activities and medical appointments.
21. Silver Pines operate a seven-passenger handicap accessible vehicle.
22. Bickford Cottage utilize employee cars for medical appointments.
23. Garnett Place operate a van for weekly groceries, shopping and medical appointments.
24. Keystone Cedars operate a car, a bus and a bus that is handicap accessible.
25. Methwick Manor & Methwick Community operate a car and a van for recreational activities and medical appointments.
26. Village Ridge operate a van.
27. Linn Manor Care operate a van and a sixteen-passenger bus for lunch outings and special outings. Linn Manor Care allows family members to use their van to take residents to medical appointments.
28. Mercy Hallmar operate a sixteen-passenger bus for recreational use.
29. Brook View Senior Living, Meadowview Memory Care & Ridgeview Assisted operate a car and 2 seven-passenger vans for medical appointments and recreational use.
30. Northbrook Manor Care Center operate 2 buses for recreational use.
31. Willow Gardens Care Center own a vehicle but it is not operational.

32. West Ridge Care Center operate a fourteen-passenger handicap accessible bus.
33. Evergreen Estates I, II, III operate a van for recreational use.
34. Higley Mansion Care Center operate a seven-passenger van.

## **MEDICAL TRANSPORTATION**

The providers below were requested to report both annual number of rides and annual revenue miles. Where providers were willing and able to provide this information, it is listed below in the provider description. If this information is not listed, the provider was unable or unwilling to supply the information.

### **ACCESS TO RECOVERY**

Access to Recovery is a Grantee-run voucher program for clinical substance abuse treatment and recovery support services. A transportation benefit can be one of the support services built into a participant's case plan. These vouchers can be used as support for transit or for gasoline if they own or have access to a car. This program is available throughout the State of Iowa.

### **AMERICAN CANCER SOCIETY-ROAD TO RECOVERY**

American Cancer Society-Road to Recovery is service that assists cancer patients and their families with transportation to and from treatment facilities. Volunteer drivers are utilized. The cities of Cedar Rapids and Iowa City also have American Cancer Society's Patient Navigators housed at Mercy Medical Center and University of Iowa Hospitals, respectively. The patient navigators not only identify and coordinate volunteer transportation for patients, but they can also support and navigate patients with other barriers. The American Cancer Society has also built a Hope Lodge in the Iowa City area. This home-like environment provides, free temporary sleeping accommodations for cancer patients undergoing treatment and their family members. Many rural county residents who are receiving cancer treatment must travel to Johnson County for radiation or chemotherapy treatment and utilize this service. Patient navigators can schedule access to services by arranging volunteer transportation, scheduling overnight stays at Hope Lodge, or a combination of both. Transportation is also available to patients who live within Linn and Johnson where they are receiving treatment. Within Linn County, volunteers provide between 40-80 rides per month.

### **IOWACARE TRANSPORTATION**

IowaCare Transportation is a benefit of the IowaCare program. The University of Iowa Hospitals is the medical home for IowaCare patients who come from 98 of the 99 Iowa Counties (see **Appendix 7**). Broadlawns serves as the medical home for Polk County residents. In 2005, the long standing state/county-funded indigent care programs at Broadlawns and University of

Iowa Hospitals converted to IowaCare. Generally, IowaCare covers consumers that are 19-64 years of age who are at 200% of the federal poverty level. All former state papers were grandfathered in. The success of the program is evident by the rapid growth of the program from 8,400 members in 2006 to over 32,000 members in 2009. This program covers many inpatient & outpatient services, some dental, yearly physicals, smoking cessation and prescription drug benefits.

The IowaCare program has a full-time administrative staff that arranges (free) transportation for patients who require it to access services. The program employs 10 full-time drivers who operate 10 E350 Ford vans. The vans are 8-passenger, handicap accessible vans, each equipped with a cot in the back for patients who need it. Two-thirds of the trips made are completed in a one-day radius and one-third of the trips require a two-day radius. The IowaCare program will pay for lodging for the two-day trips.

### **MEDICAID TRANSPORTATION**

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The Medicaid Transportation benefit is available to Iowa's Medicaid recipients who are receiving medical care outside the community in which they live. This benefit allows access to thousands of Iowans who would otherwise not have the ability to get to medical care. As mentioned above, all seven public transit providers within ECICOG's planning area are Medicaid Transportation Providers. The for-profit, authorized Medicaid Transportation providers within the region are Southeast Iowa Wheelchair Service, To The Rescue and Washington County Ambulance Wheelchair Van Service (others likely exist).

### **MEDICAID WAIVER OR MEDICAID HOME AND COMMUNITY BASED SERVICES PROGRAM**

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Medicaid Waiver, or Medicaid Home and Community Based Services Program (HCBS), is a Medicaid Program from the federal government in which rules have been set aside, or "waived." This gives a client more choice about how and where they receive service. Waivers are available to people with disabilities and older Iowans who need services and supports to remain as independent as possible. Each of the seven waiver programs has a program facilitator that utilizes case managers to develop case plans waiver benefit plans for consumers.

Four of these waiver programs include transportation as an option on the menu of services. The four waivers are: Elderly, Mental Retardation, Brain Injury and Physical Disability. Again, all seven public transit providers within ECICOG's planning area are Medicaid Waiver Transportation Providers. As with Medicaid Insurance, the for-profit transportation providers within the region are Southeast Iowa Wheelchair Service, To The Rescue and Washington County Ambulance Wheelchair Van Service.

The following chart describes the number of consumers enrolled in each of the four waiver programs that provide transportation as a benefit, within ECICOG's seven member counties. There is no limit, or maximum number of transportation units, in any of the four waivers.

**TABLE 2: MEDICAID HOME AND COMMUNITY BASED SERVICES PROGRAM**

Consumers of the:	Benton	Cedar	Iowa	Johnson	Jones	Linn	Washington
Brain Injury Waiver	6	2	7	47	2	61	11
Elderly Waiver	74	55	41	128	88	583	113
Intellectual Disability Waiver	80	68	60	299	113	733	103
Physical Disability Waiver	9	2	2	13	4	53	2

### **VIRGINIA GAY VAN SERVICE**

Virginia Gay Van Service in Benton County operates 3 six-passenger vans, of which two are accessible. The scheduling department at Virginia Gay Hospital will schedule rides for patients who need to come to the hospital for dialysis or need transportation to any of the three Virginia Gay medical clinics in Benton County. Hospital staff operate the vehicles for these trips and for weekly scheduled trips to residents of Virginia Gay Annex (care facility). The weekly trips provided to Annex residents are recreational and social in nature.

### **VETERANS AFFAIRS**

Veterans Affairs has a transportation benefit program that is complicated to maneuver but does provide an invaluable service and benefit to returning veterans. Within the region, there are two possible avenues of transportation assistance for veterans. The two possibilities are a volunteer organization, Disabled American Veterans (DAV) and the other option is managed through Iowa City's VA Travel Office. The Iowa City-based DAV provides service to more than 184,000 vets in 56 counties in Eastern Iowa and Western Illinois. Within each of these 56 counties is a county veterans' office. Many of these county veterans' offices have purchased vehicles and provide volunteer drivers to help vets in their respective county access health care at the VA in Iowa City. A DAV administrative staff coordinates this transportation to Iowa City for vets by utilizing vehicles owned by 23 county veteran offices. None of these vans are accessible. Within the region, veterans in two counties have access to such a benefit, in Linn County and Jones County. The Linn County Veterans' Office owns and operates vehicles that transport vets to Iowa City every day. Jones County Veterans' Office has made arrangements so their members can be picked up by Dubuque County's vehicle on their way to Iowa City. This service is free to the veteran and continues to function (after 15 years) with strong volunteer support.

The VA Travel Office in Iowa City requires veterans to qualify for the transportation benefit they provide. The patient can qualify by a service-connected benefit and/or qualify under an income-based benefit. Veterans, or their driver, are reimbursed \$.41 ½ per mile. If a veteran does not have a driver to take them or if they need handicap accessible transportation, public or private providers will be paid the same rate for providing the service. Each of the seven transit providers in ECICOG's region have provided veterans in their respective county access to medical care with transportation.

The Iowa Department of Veterans Affairs is attempting to increase access to veterans by developing more community-based clinics. The Coralville and Cedar Rapids areas have benefited from this outreach and both have clinics that operate five days a week. These clinics offer many veterans easier access to healthcare services.

## EMPLOYMENT TRANSPORTATION

The providers below were requested to report both annual number of rides and annual revenue miles. Where providers were willing and able to provide this information, it is listed below in the provider description. If this information is not listed, the provider was unable or unwilling to supply the information.

### **CEDAR RAPIDS JOB ACCESS/REVERSE COMMUTE (JARC)**

The Cedar Rapids Job Access/Reverse Commute (JARC) program provides coordinated, reduced-cost transportation services to work, school, job training and life skill classes for low-income individuals. The program is a cooperative venture between Cedar Rapids area human service agencies and transportation providers and is coordinated by Cedar Rapids Transit. The JARC program is designed to use the transportation services provided by the Cedar Rapids Transit fixed-route bus service, the after-hours, demand-response service provided by NTS and/or through Century cab. Because of this successful partnership, JARC-funded transportation is available 24 hours a day and 7 days a week.

The Neighborhood Transportation Service (NTS) is a shared ride service that provides curb-to-curb transportation to and from work, school, job training, and life skill classes at night and on weekends primarily when the fixed-route bus service is not in operation. NTS provides service to low-income participants struggling with transportation to and from second and third shift jobs. Without NTS, many of these individuals would not be able to continue employment

The Century Cab taxi ride component of the JARC program provides reduced cost taxi rides to JARC participants when the fixed-route bus service or NTS service is not available. This service provides a critical backup option and ensures transportation service available for JARC participants all hours of the day. Continued JARC funding is requested for the subsidized client

co-pays to buy down the cost of the ride. The Century Cab taxi ride component is essential for low-income participants to have available and affordable transportation 24 hours per day, every day of the year.

Since August 2000, the JARC program has grown steadily, and now serves approximately 7,100 low-income participants. The JARC program accepts an average of 10 new applications each week. In FY09, the JARC Program provided 74,410 rides and 220,647 revenue miles of service.

This is an eligible JARC Project under IDOT guidelines because it is the “continuation of previously funded JARC service.” In addition, Cedar Rapids’ JARC program was derived from a coordinated effort between human service agencies and local transportation providers to create a system with affordable transportation for low-income families. Cedar Rapids JARC program fits into both the Program History and Program Goal of FTA (Circular 9050.1) in whereas it is specifically designed to help individuals successfully transition from welfare to work and reach needed employment support services such as childcare and job training activities. Cedar Rapids Transit also follows federally required performance goal establishments and tracks levels of performance on a monthly basis.

### **TEMPORARY ASSISTANCE TO NEEDY FAMILIES (TANF)**

Temporary Assistance to Needy Families (TANF) is a federal program administered by each state. In the State of Iowa, TANF is called Family Investment Program (FIP) and the TANF block grant is administered by Iowa Department of Human Services. The purpose of the program is to provide assistance and work opportunities to needy families and to allow states wide flexibility to develop and implement their own welfare programs. The assistance is time-limited and promotes work, responsibility and self-sufficiency. Transportation support is considered a potential basic need within this program. Many FIP participants receive financial support for transit or for gasoline if they own or have access to a car.

### **WAYS TO WORK**

Ways to Work program assists low-income families by providing small loans for a vehicle purchase or other purposes; which allow them to stay on the job or in school. The program benefits are available to those who live in Linn, Benton, Iowa, Jones, Cedar and Washington Counties and who meet the eligibility. The program is administered by Horizons.

### **RIDESHARING PROGRAMS**

There are relatively few organized ridesharing programs within ECICOG’s region. The most notable program is operated by the University of Iowa and includes both a vanpool and carpool program. Presently, 85 university-owned passenger vans are in operation, which serves over 870 employees and 34 communities. The University also operates a formal carpool program for



both students and employees. In return, carpool vehicles are granted priority parking spaces in the campus parking lots.

In 2006, Cedar Rapids Transit, ECICOG and the City of North Liberty worked jointly to begin offering vanpool services to the residents of North Liberty. Due to a lack of interest, the program was discontinued. However, there seems to be a renewed interest in exploring rideshare programs. Because of this, a small group of HSTAG members are exploring opportunities to foster this interest. This will be a primary topic at the upcoming Community Transportation Forum in June of 2010.

### **BICYCLING AS TRANSPORTATION**

Avid cyclists, local governments, environmentalists and healthy living advocates in the Cedar Rapids and Iowa City metro areas are coordinating efforts to raise awareness of bicycling. In 2009, Iowa City received a bronze-level Bicycle Friendly Community designation and Cedar Rapids received an honorable mention from the League of American Bicyclists. Fixed route buses in both metro areas are equipped with bicycle racks, and bike rental opportunities are available. Coe College, in Cedar Rapids, checks out bikes to their students, and in Iowa City, the Iowa City Bike Library allows residents to checkout bikes in exchange for a small, refundable deposit.

## SCHOOL DISTRICTS

Thirty school districts are located within the region. Each school district operates independently with its own fleet of vehicles. In the past, the Washington Community School District contracted with Washington County Mini Bus provides the district with paratransit services for students. Three years ago the contract was discontinued. Below is a summary of the operating statistics.

**TABLE 3: REGION 10, 07/08 SCHOOL DISTRICT ANNUAL TRANSPORTATION DATA**

District Name	Enrollment	Route Miles	% Change 06/07	Net Operating Cost	% Change 06/07	Ave # Students Transp.	% Change 06/07	Ave Cost Per Pupil Transp.	% Change 06/07	Ave Cost Per Mile	Cost per Mile 06/07	% Change 06/07
Alburnett	627	85,324	12.5%	\$260,562	2.5%	422	-2.1%	\$617	10.1%	\$3.06	\$3.35	-8.7%
Anamosa	1294	107,355	0.9%	\$375,039	9.7%	666	-7.7%	\$564	13.9%	\$3.50	\$3.21	9.0%
Belle Plaine	606	41,277	-22.4%	\$158,075	-6.4%	160	0.6%	\$988	-12.2%	\$3.83	\$3.17	20.8%
Benton	1548	278,802	-1.1%	\$782,420	16.2%	2620	-7.1%	\$299	26.8%	\$2.81	\$2.39	17.6%
Cedar Rapids	16735	917,577	0.6%	\$3,232,477	13.8%	5911	19.8%	\$547	1.0%	\$3.52	\$3.11	13.2%
Center Point-Urbana	1320	88,140	-2.4%	\$250,884	67.7%	1025	-2.7%	\$245	72.3%	\$2.85	\$2.67	6.7%
Central City	433	44,531	-1.4%	\$137,043	7.0%	282	20.6%	\$486	-11.2%	\$3.08	\$2.83	8.8%
Clear Creek Amana College	1428	213,899	3.3%	\$606,364	7.2%	1202	5.8%	\$504	19.5%	\$2.84	\$2.73	4.0%
	4181	336,156	-0.9%	\$1,290,466	7.2%	2940	13.6%	\$439	4.5%	\$3.84	\$3.55	8.2%
Deep River-Millersburg	63	51,592	-11.5%	\$133,358	27.2%	139	-12.5%	\$960	35.5%	\$2.59	\$1.80	43.9%
English Valleys	527	73,081	1.9%	\$219,169	16.3%	261	-4.6%	\$841	11.9%	\$3.00	\$2.63	14.1%
Highland	667	99,965	58.9%	\$213,609	-6.1%	385	15.6%	\$555	-9.2%	\$2.14	\$1.93	17.1%
H-L-V	373	62,916	-27.4%	\$193,980	59.6%	177	-5.3%	\$1,096	61.4%	\$3.08	\$2.63	10.9%
Iowa City	11454	595,939	9.6%	\$2,050,200	17.9%	5374	21.7%	\$381	0.3%	\$3.44	\$3.20	7.5%
Iowa Valley	635	56,274	-0.4%	\$108,586	14.8%	164	-3.4%	\$661	20.5%	\$1.93	\$1.67	15.6%
Linn-Mar	5891	294,401	12.7%	\$1,494,649	15.5%	3193	3.2%	\$468	15.8%	\$5.08	\$4.95	2.6%
Lisbon	568	76,615	46.5%	\$135,935	13.8%	180	0.0%	\$755	13.8%	\$1.77	\$2.28	-22.4%
Lone Tree	466	22,546	-40.0%	\$63,611	-32.3%	158	-15.4%	\$403	-34.1%	\$2.83	\$2.50	13.2%
Marion	2019	34,966	4.6%	\$141,122	-1.6%	417	11.4%	\$339	-8.9%	\$4.03	\$4.30	-6.3%

# 2 0 1 1 - 2 0 1 5 P A S S E N G E R T R A N S P O R T A T I O N P L A N

District Name	Enroll- ment	Route Miles	% Change 06/07	Net Operating Cost	% Change 06/07	Ave # Students Transp.	% Change 06/07	Ave Cost Per Pupil Transp.	% Change 06/07	Ave Cost Per Mile	Cost per Mile 06/07	% Change 06/07
<b>Indepen- dent</b>												
<b>Midland</b>	485	130,833	-6.3%	\$323,215	-1.6%	380	-10.3%	\$850	3.8%	\$2.47	\$2.35	5.1%
<b>Mid-Prairie</b>	1223	171,771	6.1%	\$390,607	-2.5%	700	-2.5%	\$558	-8.7%	\$2.28	\$2.47	-7.7%
<b>Monticello</b>	1076	126,543	1.1%	\$348,818	9.5%	667	-1.1%	\$523	5.6%	\$2.75	\$2.54	8.3%
<b>Mount Vernon</b>	1275	76,330	-1.9%	\$207,385	-5.4%	493	-2.2%	\$421	-3.8%	\$2.72	\$2.82	-3.5%
<b>North Linn</b>	725	126,568	24.6%	\$268,063	40.1%	575	1.6%	\$466	40.3%	\$2.12	\$1.89	12.2%
<b>Olin Consolidated</b>	204	39,408	12.4%	\$89,190	20.3%	101	-8.5%	\$886	20.4%	\$2.26	\$2.12	6.6%
<b>Solon</b>	1225	75,632	-2.8%	\$271,930	5.6%	690	-13.6%	\$394	2.1%	\$3.60	\$3.31	8.8%
<b>Springville</b>	434	28,371	-6.3%	\$105,983	-4.9%	183	6.0%	\$579	3.3%	\$3.74	\$3.68	1.6%
<b>Vinton- Shellsburg</b>	1747	147,120	-8.3%	\$418,366	9.5%	594	-14.9%	\$704	21.8%	\$2.84	\$2.38	19.3%
<b>Washington</b>	1709	121,919	-6.6%	\$509,342	3.9%	740	4.2%	\$688	24.0%	\$4.18	\$3.75	11.5%
<b>Williamsbur g</b>	1086	164,532	7.7%	\$332,933	8.8%	1028	-4.8%	\$324	14.5%	\$2.03	\$2.01	1.0%
<b>TOTALS &amp; AVERAGES</b>	<b>62,024</b>	<b>4,690,383</b>	<b>2.7%</b>	<b>\$15,113,382</b>	<b>11.7%</b>	<b>31826</b>	<b>6.4%</b>	<b>\$475</b>	<b>-11.4%</b>	<b>\$3.22</b>	<b>\$2.81</b>	<b>14.7%</b>

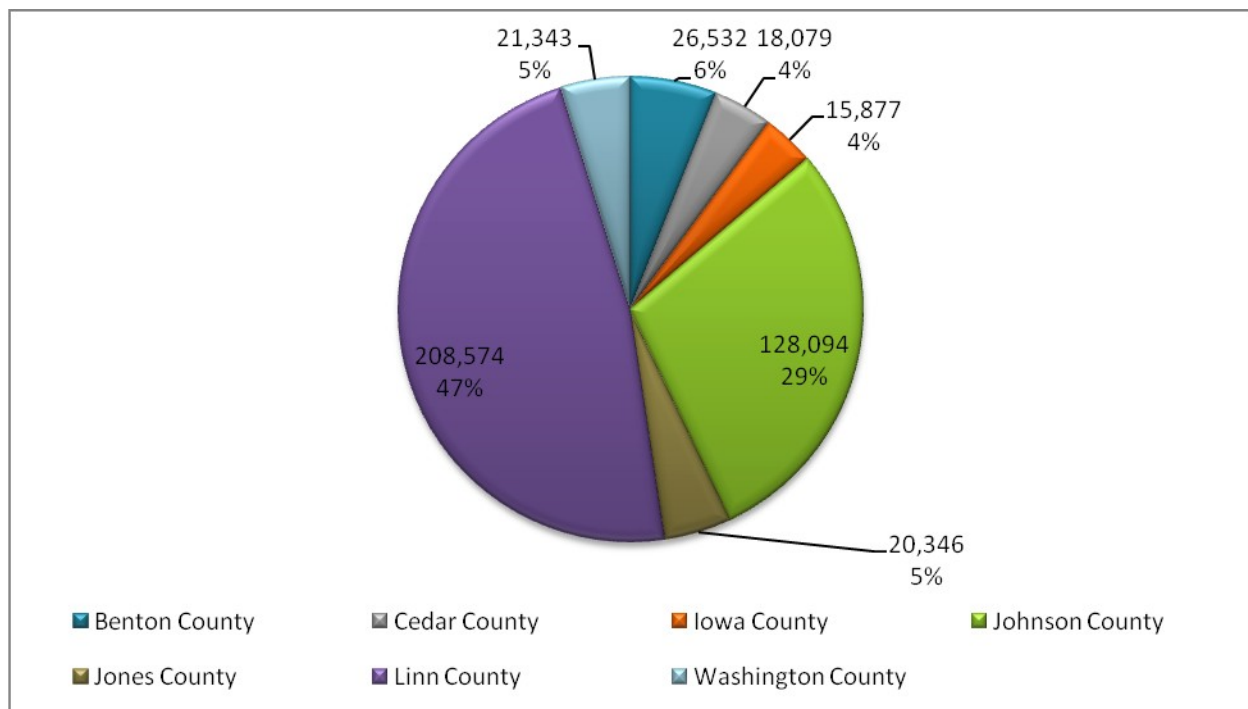
## SECTION 3: TRANSPORTATION NEEDS AND GAP ANALYSIS

The demographic and specifically socio-economic characteristics of the ECICOG region directly impact the passenger needs assessment. Characteristics such as age, disability status, income, commute, veterans' status, and others, all affect the accessibility of transportation to individuals as well as the types of destinations that are in greatest demand.

### OVERVIEW OF DEMOGRAPHICS

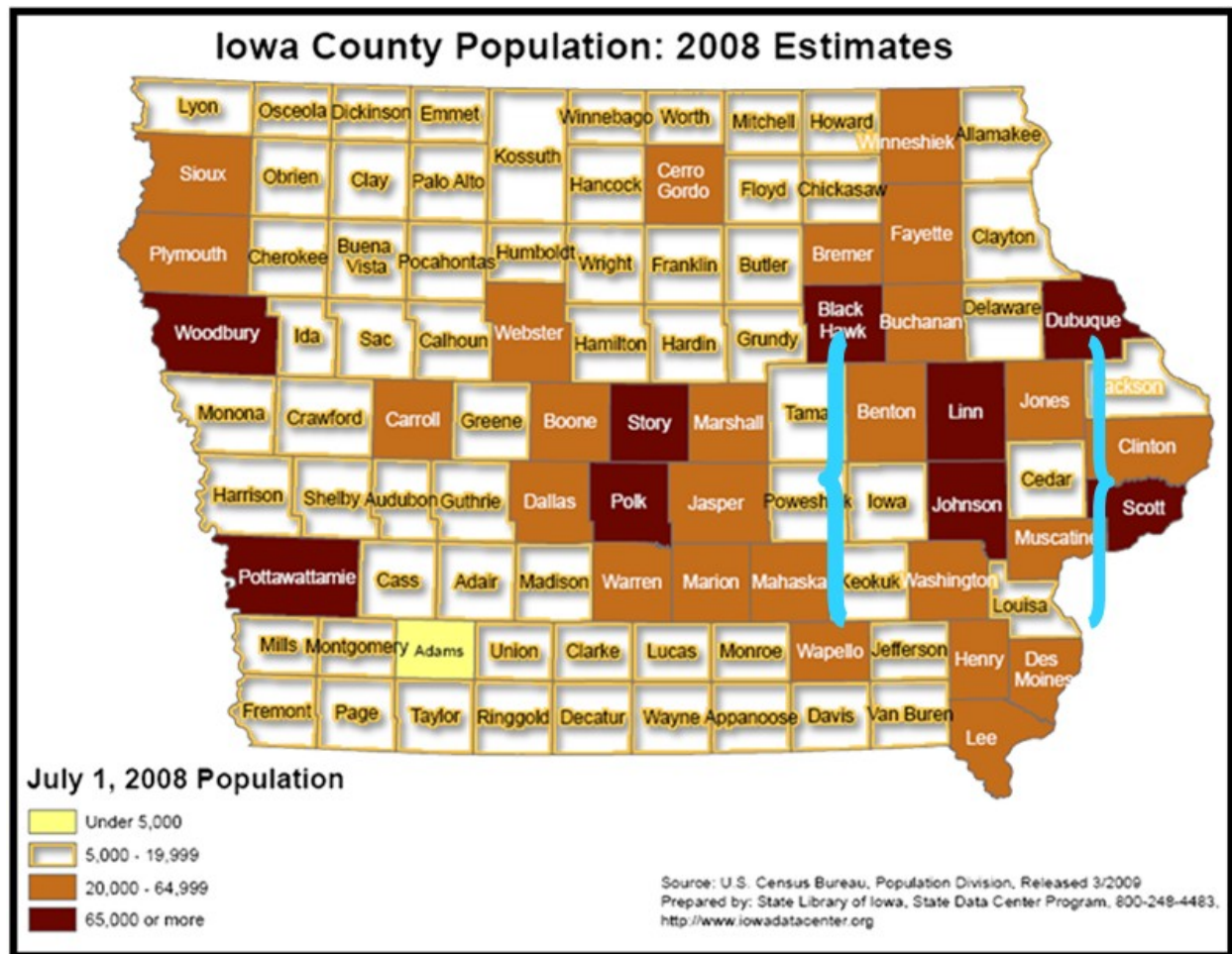
According to the 2008 Census population estimate, the total population in the urban and rural ECICOG member counties was 438,845. Nearly half (47%) of the region's total population resides in Linn County, and slightly less than one third (29%) of the region's population is located in Johnson County. Within the urban areas, fixed route transit systems operate in the metropolitan areas of Cedar Rapids and Iowa City. The remaining five rural counties are home to between 4% and 6% population each, with Iowa County being the least populous at 15,877 people and Benton County being the most populous rural county with 26,532 residents. Transit service outside the two metropolitan areas is primarily demand-response service.

**FIGURE 2: REGIONAL POPULATION DISTRIBUTION**

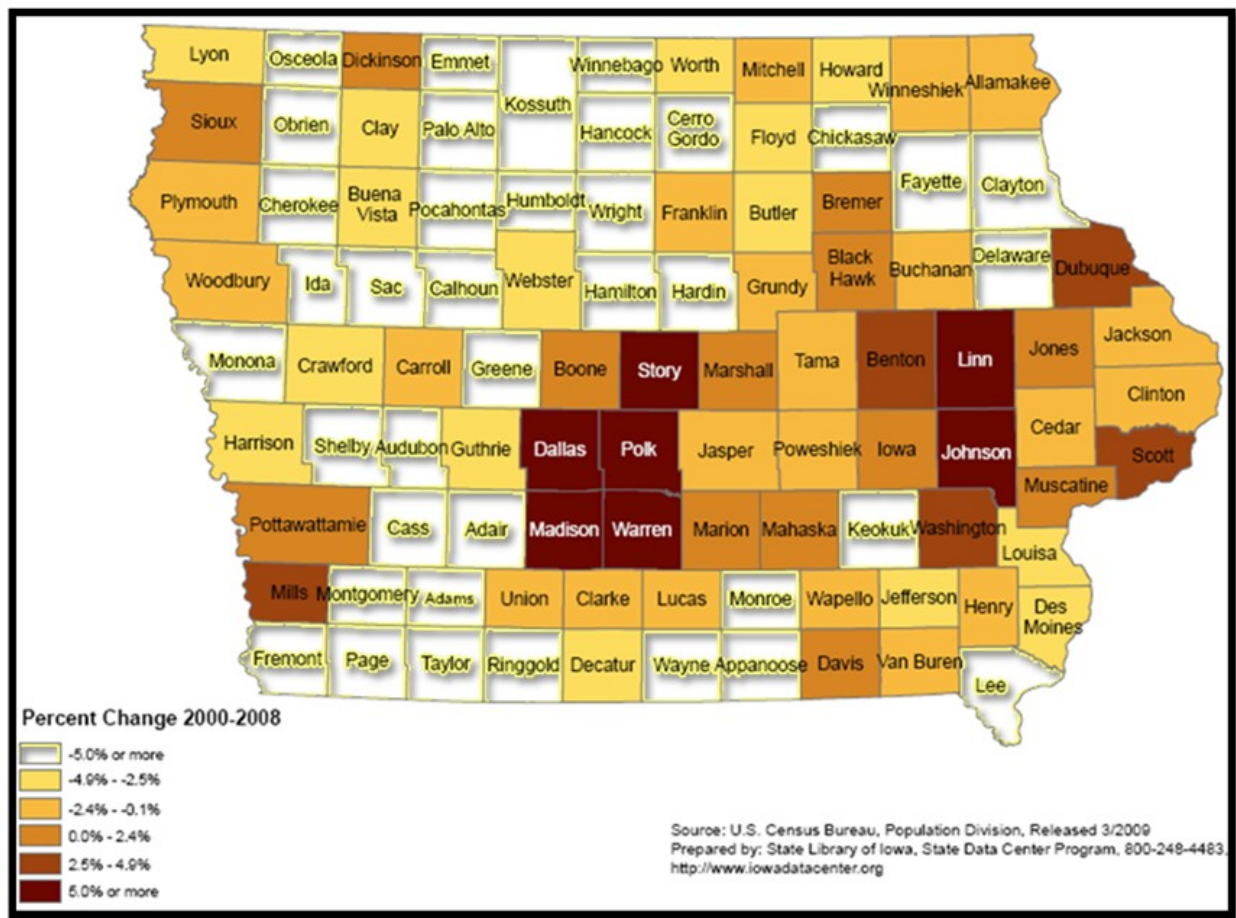


The map below details the 2008 population estimates for each county in the state.

**FIGURE 3: POPULATION ESTIMATES BY COUNTY (SOURCE: IOWA DATA CENTER)**



The ECICOG region is one of the fastest growing regions in the state. The metropolitan counties have historically experienced a larger rate of growth than the rural counties, as detailed in the following figure. As detailed above, Iowa and Cedar Counties have populations under 20,000 as of the 2000 Census, which makes gathering data for these areas more difficult as American Community Survey 3-year population estimates are not prepared for counties under 20,000 in population.

**FIGURE 4: IOWA POPULATION CHANGE 2000-2008 (SOURCE: IOWA DATA CENTER)**

The following demographic information from the 2000 US Census (more recent demographic estimates are not available for the entire region as two counties have populations under 20,000) includes general population characteristics, social characteristics, employment characteristics and commuting characteristics for the seven-county service area. These characteristics were used as a starting point for passenger transportation planning. Of particular interest to the HSTAG are the number of residents aged 60 and over, the number of youths, the number of un-institutionalized persons with a disability, the number of households without a car, the number of unemployed residents, and the number of persons living below the poverty level. The HSTAG has determined that maintaining or expanding transportation services for these population groups is a priority since they traditionally have fewer transportation options or alternatives.

**TABLE 4: BENTON COUNTY POPULATION OVERVIEW, 2000**

<b>Benton County Population</b>		
Total Population	25,308	100.0%
Under 5 years of age	1,638	6.5%
Ages 5 to 15	4,923	19.5%
Age 16-64	14,845	58.7%
Age 65 to 84	3,297	13.0%
Age 85 and over	605	2.4%
<b>Means of Transportation to Work (ages 16 and over)</b>		
Car, truck, van – drove alone	9,721	73.7%
Car, truck, van – carpooled	1,726	13.1%
Public transportation (excluding taxi)	44	0.3%
Walked	307	2.3%
Taxicab, motorcycle, bicycle, other means	45	0.3%
Worked at home	798	6.1%
<b>Poverty status in the Past 12 Months</b>		
Persons below 149% of poverty level	2,957	11.7%
<b>Disability status for the civil Non-institutionalized Population 5 years and over</b>		
With any disability	3,994	16.9%
<b>Tenure by Vehicles Available– Occupied Housing Units</b>		
Owner occupied – no vehicle available	221	2.3%
Renter occupied – no vehicle available	266	2.7%

**TABLE 5: CEDAR COUNTY POPULATION OVERVIEW, 2000**

<b>Cedar County Population</b>		
Total Population	18,187	100.0%
Under 5 years of age	1,102	6.1%
Ages 5 to 15	3,311	18.2%
Age 16-64	10,822	59.5%
Age 65 to 84	2,447	13.5%
Age 85 and over	505	2.8%
<b>Means of Transportation to Work (ages 16 and over)</b>		
Car, truck, van – drove alone	7,443	87.7%
Car, truck, van – carpooled	1,283	15.1%
Public transportation (excluding taxi)	25	0.3%
Walked	344	4.1%
Taxicab, motorcycle, bicycle, other means	60	0.7%
Worked at home	463	5.5%
<b>Poverty status in the Past 12 Months</b>		
Persons below 149% of poverty level	989	5.4%
<b>Disability status for the civil Non-institutionalized Population 5 years and over</b>		
With any disability	4,528	26.5%
<b>Tenure by Vehicles Available– Occupied Housing Units</b>		
Owner occupied – no vehicle available	182	1.0%
Renter occupied – no vehicle available	172	0.9%

**TABLE 6: IOWA COUNTY POPULATION OVERVIEW, 2000**

<b>Iowa County Population</b>		
Total Population	15,671	100.0%
Under 5 years of age	972	6.2%
Ages 5 to 15	2,963	18.9%
Age 16-64	9,055	57.8%
Age 65 to 84	2,191	14.0%
Age 85 and over	490	3.1%
<b>Means of Transportation to Work (ages 16 and over)</b>		
Car, truck, van – drove alone	5,858	69.0%
Car, truck, van – carpooled	1,387	16.3%
Public transportation (excluding taxi)	7	0.1%
Walked	313	3.7%
Taxicab, motorcycle, bicycle, other means	49	0.6%
Worked at home	597	7.0%
<b>Poverty status in the Past 12 Months</b>		
Persons below 149% of poverty level	1,786	11.4%
<b>Disability status for the civil Non-institutionalized Population 5 years and over</b>		
With any disability	2,013	13.7%
<b>Tenure by Vehicles Available– Occupied Housing Units</b>		
Owner occupied – no vehicle available	141	2.3%
Renter occupied – no vehicle available	153	2.5%

**TABLE 7: JOHNSON COUNTY POPULATION OVERVIEW, 2000**

<b>Johnson County Population</b>		
Total Population	111,006	100.0%
Under 5 years of age	6,428	5.8%
Ages 5 to 15	14,894	13.4%
Age 16-64	81,419	73.3%
Age 65 to 84	7,164	6.5%
Age 85 and over	1,101	1.0%
<b>Means of Transportation to Work (ages 16 and over)</b>		
Car, truck, van – drove alone	48,331	72.2%
Car, truck, van – carpooled	7,382	11.0%
Public transportation (excluding taxi)	3,384	5.1%
Walked	5,546	8.3%
Taxicab, motorcycle, bicycle, other means	2,145	3.2%
Worked at home	3,314	4.9%
<b>Poverty status in the Past 12 Months</b>		
Persons below 149% of poverty level	26,379	23.8%
<b>Disability status for the civil Non-institutionalized Population 5 years and over</b>		
With any disability	9,171	8.8%
<b>Tenure by Vehicles Available– Occupied Housing Units</b>		
Owner occupied – no vehicle available	758	1.0%
Renter occupied – no vehicle available	2,744	0.9%



**TABLE 8: JONES COUNTY POPULATION OVERVIEW, 2000**

<b>Jones County Population</b>		
Total Population	20,221	100.0%
Under 5 years of age	1,128	5.6%
Ages 5 to 15	3,415	16.9%
Age 16-64	12,479	61.7%
Age 65 to 84	2,750	13.6%
Age 85 and over	449	2.2%
<b>Means of Transportation to Work (ages 16 and over)</b>		
Car, truck, van – drove alone	7,407	73.1%
Car, truck, van – carpooled	1,060	10.5%
Public transportation (excluding taxi)	2	0.0%
Walked	386	3.8%
Taxicab, motorcycle, bicycle, other means	48	0.5%
Worked at home	711	7.0%
<b>Poverty status in the Past 12 Months</b>		
Persons below 149% of poverty level	3,332	16.5%
<b>Disability status for the civil Non-institutionalized Population 5 years and over</b>		
With any disability	2,945	15.4%
<b>Tenure by Vehicles Available– Occupied Housing Units</b>		
Owner occupied – no vehicle available	181	2.4%
Renter occupied – no vehicle available	235	3.1%

**TABLE 9: LINN COUNTY POPULATION OVERVIEW, 2000**

<b>Linn County Population</b>		
Total Population	191,701	100.0%
Under 5 years of age	13,425	7.0%
Ages 5 to 15	32,775	17.1%
Age 16-64	122,036	63.7%
Age 65 to 84	20,317	10.6%
Age 85 and over	3,148	1.6%
<b>Means of Transportation to Work (ages 16 and over)</b>		
Car, truck, van – drove alone	89,624	83.3%
Car, truck, van – carpooled	7,858	7.3%
Public transportation (excluding taxi)	1,333	1.2%
Walked	3,440	3.2%
Taxicab, motorcycle, bicycle, other means	1,543	1.4%
Worked at home	2,909	2.7%
<b>Poverty status in the Past 12 Months</b>		
Persons below 149% of poverty level	30,879	16.1%
<b>Disability status for the civil Non-institutionalized Population 5 years and over</b>		
With any disability	27,983	15.7%
<b>Tenure by Vehicles Available– Occupied Housing Units</b>		
Owner occupied – no vehicle available	1,732	2.3%
Renter occupied – no vehicle available	4,119	3.9%

**TABLE 10: WASHINGTON COUNTY POPULATION OVERVIEW, 2000**

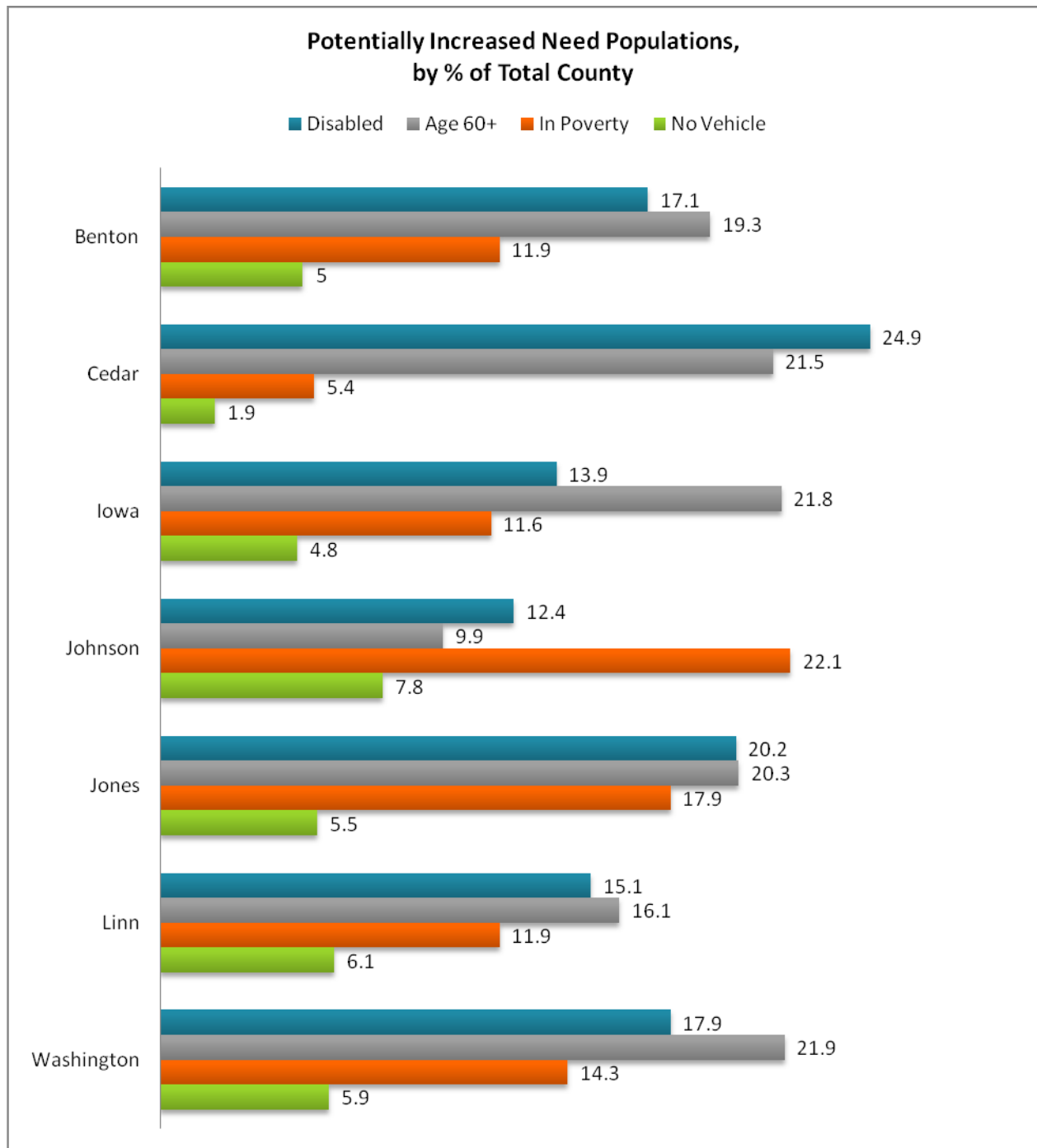
<b>Linn County Population</b>		
Total Population	20,670	100.0%
Under 5 years of age	1,382	6.7%
Ages 5 to 15	3,666	17.7%
Age 16-64	11,928	57.7%
Age 65 to 84	3,042	14.7%
Age 85 and over	652	3.2%
<b>Means of Transportation to Work (ages 16 and over)</b>		
Car, truck, van – drove alone	7,690	69.5%
Car, truck, van – carpooled	1,455	13.1%
Public transportation (excluding taxi)	39	0.4%
Walked	392	3.5%
Taxicab, motorcycle, bicycle, other means	89	0.8%
Worked at home	953	8.6%
<b>Poverty status in the Past 12 Months</b>		
Persons below 149% of poverty level	2,874	13.9%
<b>Disability status for the civil Non-institutionalized Population 5 years and over</b>		
With any disability	3,376	17.5%
<b>Tenure by Vehicles Available– Occupied Housing Units</b>		
Owner occupied – no vehicle available	162	2.0%
Renter occupied – no vehicle available	316	3.9%

**TABLE 11: REGION 10 POPULATION TOTALS, 2000**

<b>Region 10 Totals</b>		
Total Population	402,764	100.0%
Under 5 years of age	26,075	6.5%
Ages 5 to 15	65,947	16.4%
Age 16-64	262,584	65.2%
Age 65 to 84	41,208	10.2%
Age 85 and over	6,950	1.7%
<b>Means of Transportation to Work (ages 16 and over)</b>		
Car, truck, van – drove alone	168,631	74.1%
Car, truck, van – carpooled	20,868	9.2%
Public transportation (excluding taxi)	4,809	2.1%
Walked	10,384	4.6%
Taxicab, motorcycle, bicycle, other means	3,919	1.7%
Worked at home	9,282	4.1%
<b>Poverty status in the Past 12 Months</b>		
Persons below 149% of poverty level	2,874	0.7%
<b>Disability status for the civil Non-institutionalized Population 5 years and over</b>		
With any disability	3,376	0.9%
<b>Tenure by Vehicles Available– Occupied Housing Units</b>		
Owner occupied – no vehicle available	162	2.0%
Renter occupied – no vehicle available	316	3.9%

Populations identified in the Census data above that may be unusually likely to experience unmet transportation needs are preschool children (under age 5), children and adolescents who cannot drive (under age 16), seniors (over age 64), the poor and the disabled.

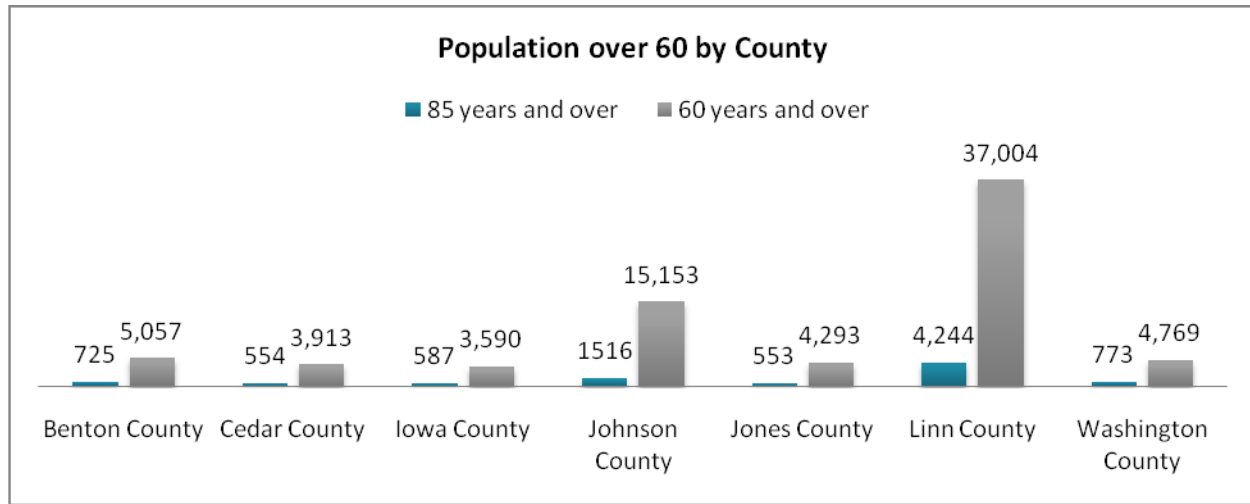
**TABLE 12: CENSUS-IDENTIFIED GROUPS WITH INCREASED LIKELIHOOD OF UTILIZING TRANSIT SERVICES**



## TRANSPORTATION RELATED TO SENIORS

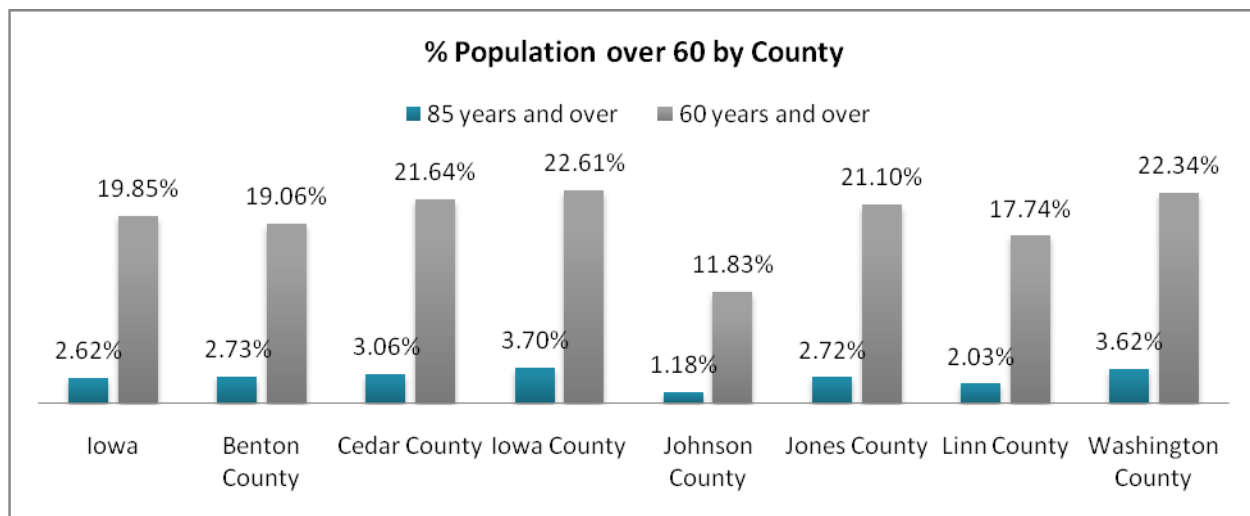
Elderly populations were identified as a group to whom additional services should be targeted. The following figures detail populations both over 60 and over 85 in the ECICOG region. As detailed below, the over-60 population in Linn County is greater than the total population of any individual rural county in the ECICOG region. However, Linn County has the second lowest over-60 population when described as a percentage of total county population.

**FIGURE 5: POPULATION OVER 60 BY COUNTY, 2008 CENSUS ESTIMATE**



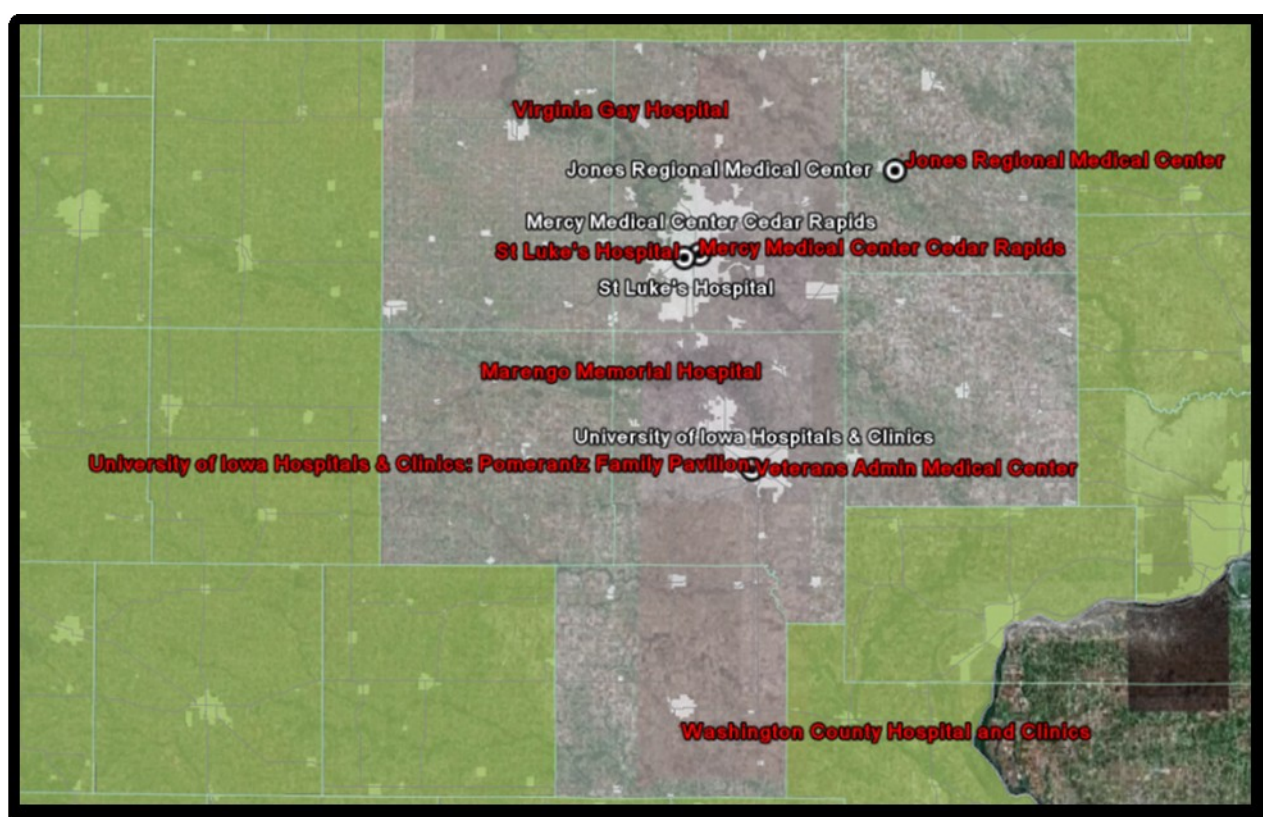
As detailed below, the over-60 cohort makes up approximately one fifth of all residents in most ECICOG counties. The outlier is Johnson County, whose population is unusually young. This significant difference in age is attributed to the presence of the University of Iowa.

**FIGURE 6: % POPULATION OVER 60 BY COUNTY, 2008 CENSUS ESTIMATE**



Transportation to medical services and appointments is a common function of the ECI Transit providers. Availability of specific medical services varies substantially across the region, with a wider variety of services offered in the Cedar Rapids and Iowa City metro areas, and very few services offered in the most rural areas and Cedar County in particular. Hospitals are located in Vinton (Benton County), Cedar Rapids (Linn County), Anamosa (Jones County), Marengo (Iowa County), Iowa City (Johnson County) and Washington (Washington County). In addition to the ECI Transit providers, transportation to these sites is provided by various hospital van pools, private providers, and a number of volunteer transportation programs outlined in the inventory of providers and programs in Section 2 of this document.

**FIGURE 7: REGIONAL HOSPITALS AND WOUND CARE CLINICS**



Not all communities or counties within the ECICOG region have medical facilities capable of providing specialized treatments such as wound care, chemotherapy, radiation or dialysis. As a result, medical transportation frequently requires longer trips that take the client outside of the county of ride-origination. On the map above, hospitals are displayed in red and wound care centers are shown in white. Note that there are no hospitals in Cedar County, and no wound care sites in Cedar, Benton, Iowa or Washington Counties.

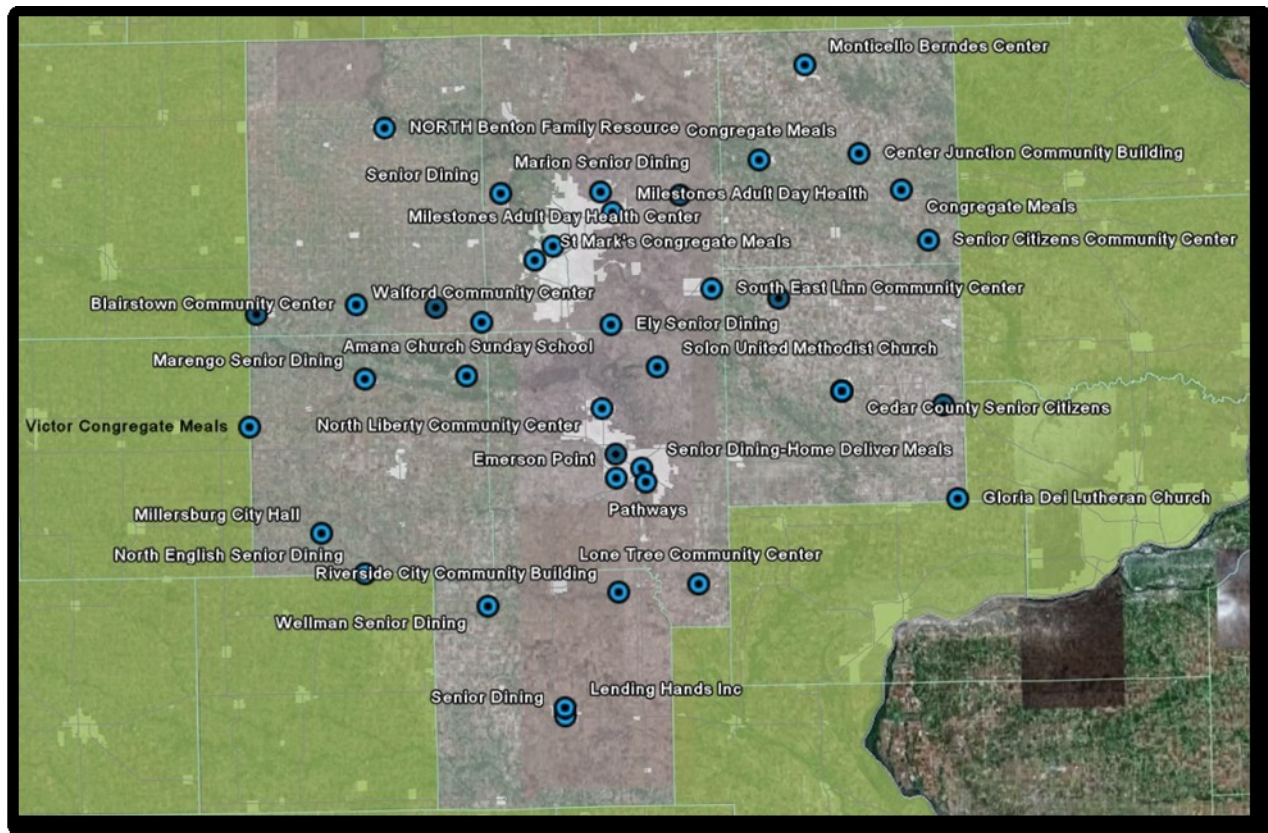
**FIGURE 8: REGIONAL CHEMOTHERAPY/RADIATION AND DIALYSIS**

The map above displays the chemotherapy/radiation centers (shown in purple) and the dialysis sites (shown in blue) in the region. Note that the chemotherapy/radiation centers are only located in Cedar Rapids and Iowa City, which means that many clients have long and potentially costly trips associated with receiving this type of treatment. While there are more dialysis sites dispersed across the region, residents of Jones and Cedar Counties must travel to a neighboring county for treatment. Because of both the frequency of dialysis treatment as well as the length of time required to complete one treatment, transportation to dialysis centers is an important service offering of the ECI Transit providers. Similarly, chemotherapy and radiation are treatments that require frequent trips to medical facilities. ECI Transit providers supply many of these trips, as do the volunteer transportation programs within the region.

Not all medical trips require transportation to locations displayed on one of the above maps. Multiple communities within the region have at least one doctor's office in town, and transportation to the local doctor was often listed on the most-frequent-stops list provided by the ECI Transit operators. The ECI Transit operators are the primary providers of Medicaid Transportation and Medicaid Waivers-Transportation from the HCBS program to facilitate these types of trips.



FIGURE 9: SENIOR DINING SITES



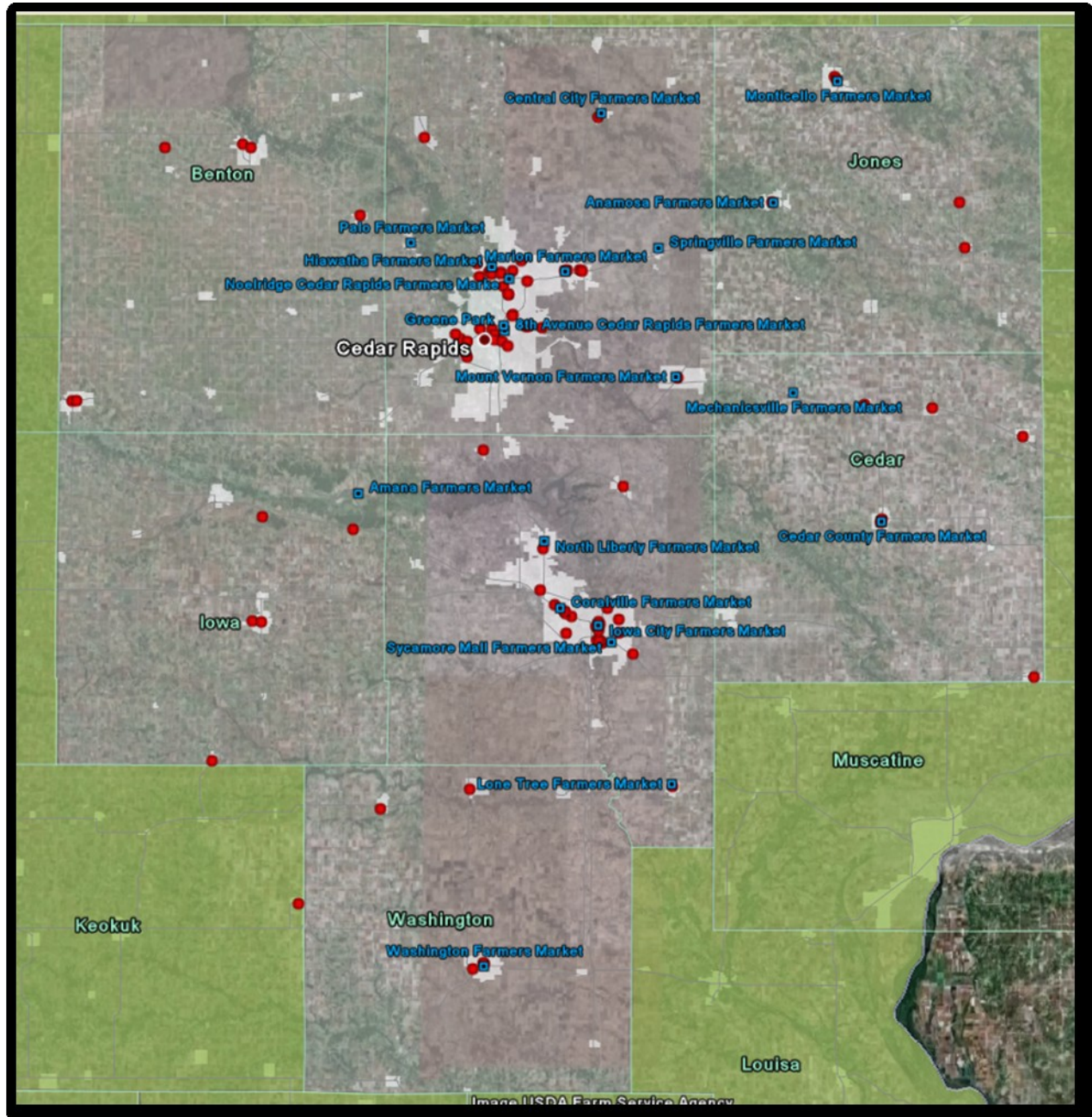
To date, 39 senior dining sites have been identified and mapped within the region. The majority of trips associated with senior dining require in town transportation, provided by ECI Transit. Many communities have informal carpool arrangements where seniors who still drive transport neighbors or friends who no longer drive to the senior dining sites.

Transportation to grocery shopping sites is also an important service, particularly to the senior population within the region. The ECI Transit system is available to take riders to grocery stores, as are many home care providers. Linn County has the only volunteer transportation program in the region that will transport seniors to grocery stores, food pantries and farmers markets. Discovery Living does assist some of their clients with grocery shopping. In addition, the CABS program offers personal use passes that can be used for food needs.

Many of the communities within the region do not have grocery stores, or have small convenience stores that may not meet all of the food and household supply needs of the community. Many residents must be transported outside of their community to shop for these goods, and in some cases, the nearest grocery may be in a neighboring county. Several communities in the region also offer farmers markets, and transportation to these sites poses an additional scheduling challenge in that many of the farmers markets are in the evenings or on

weekends, and non-peak transportation service may not be available to all residents, particularly those in more rural areas.

**FIGURE 10: REGIONAL GROCERY STORES AND FARMERS MARKETS**

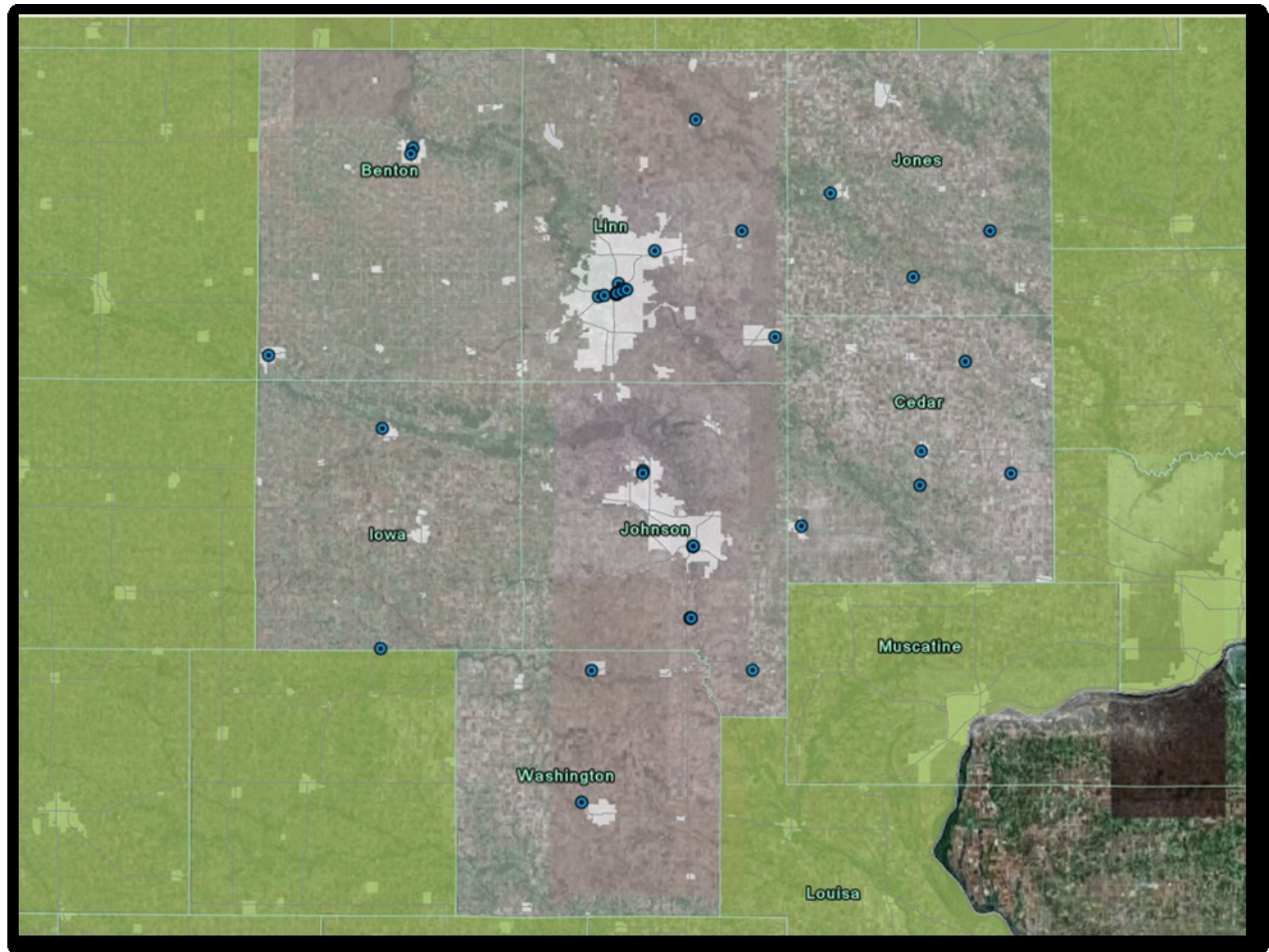


This map displays an ongoing project to locate food sources within the region. Grocery stores are displayed as red dots on the map above. These sites are traditional grocery stores and multi-purpose stores believed to have a produce department; this list may not be exhaustive but appears to be substantially complete at this time. Gas station/convenience stores that may sell



dairy products or similar were not included in the map above. Farmers markets recorded by IDALS are also shown on the map above, and symbolized as blue squares.

**FIGURE 11: FOOD PANTRY LOCATIONS**



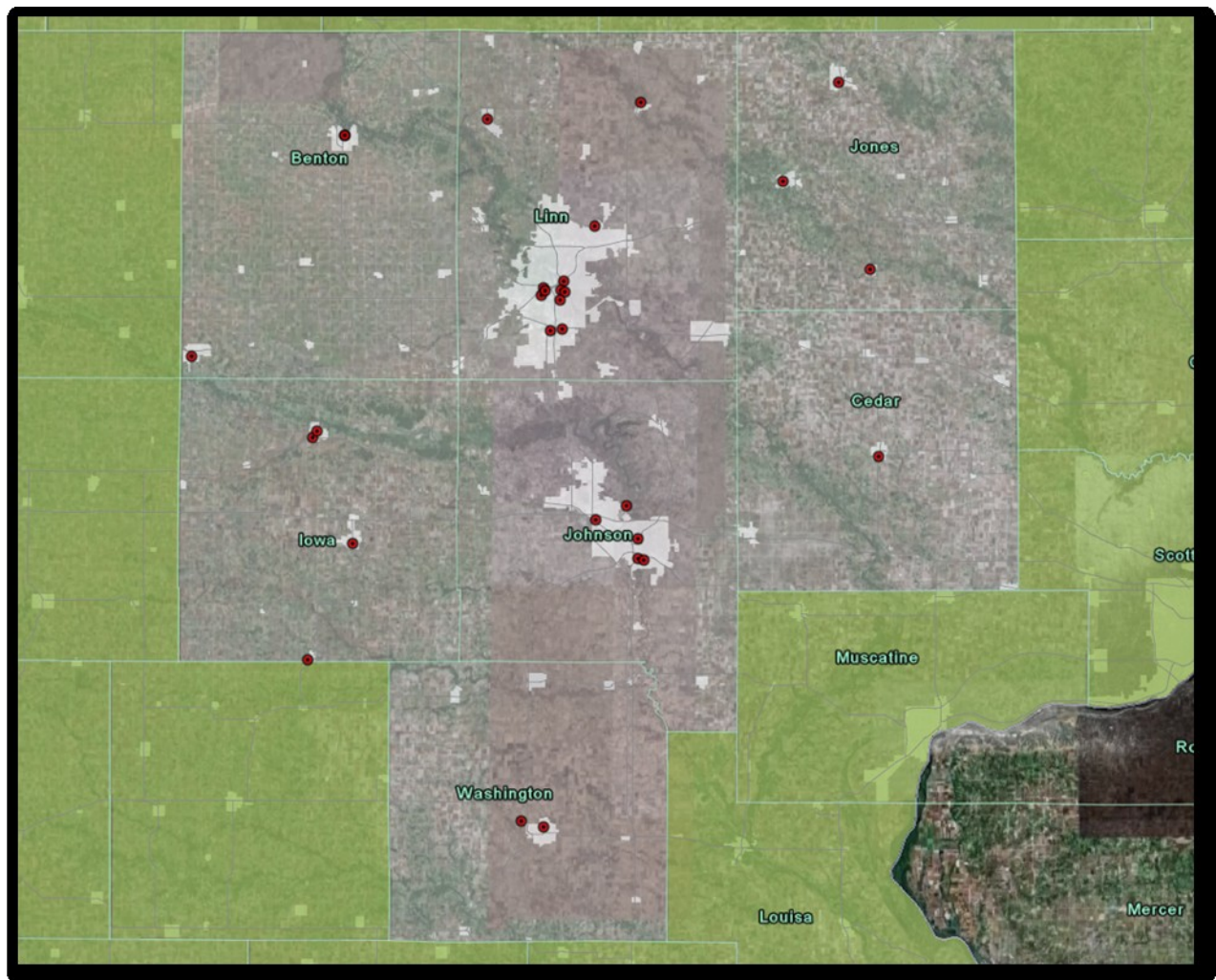
Transportation to food pantry locations was identified as an item that may apply to seniors as they are often a fixed-income population, but multiple age groups make use of these services. Availability of food pantry sites varies widely within the region. The locations displayed on the map above were those identified by a local nonprofit agency and may not represent an exhaustive list of sites. Food pantry locations did not appear on the most-frequent-stops list submitted by the ECI Transit providers, so transportation to these facilities may be more commonly provided by nonprofit transportation providers or arranged by individual case workers.

### **TRANSPORTATION RELATED TO CHILDREN**

The identified transportation needs of children are primarily related to education. Numerous preschool programs exist across the region, and many ECI Transit providers noted that the

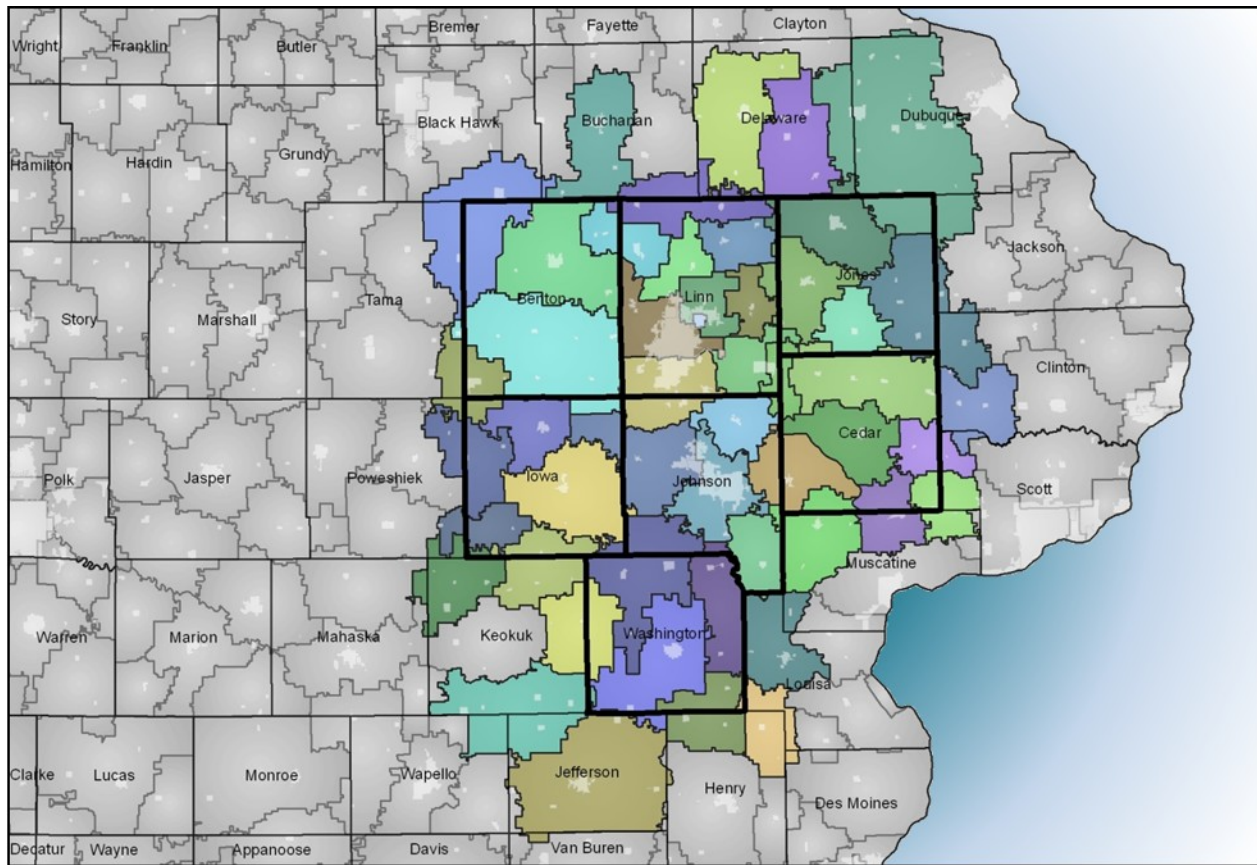
demand for transportation to programs such as Head Start is generally increasing. Transportation to Head Start locations poses particular challenges for the transit operators such as setting policy on how to contract for the service (either with the parent or with Head Start), how frequently to bill for the service, what to do with a child whose service fees are substantially delinquent, and what type of supervision and/or additional safety measures to provide during the ride. The locations displayed on the map below are believed to be all of the Head Start sites within the region. This information was collected from the US Department of Health and Human Services.

**FIGURE 12: HEAD START LOCATIONS**



Transportation needs of school-aged children are also quite substantial. Multiple districts exist with the ECICOG region, and the cost of busing children varies substantially from district to district, as detailed in the inventory of providers and programs section of this document.



**FIGURE 13: SCHOOL DISTRICTS IN THE REGION**

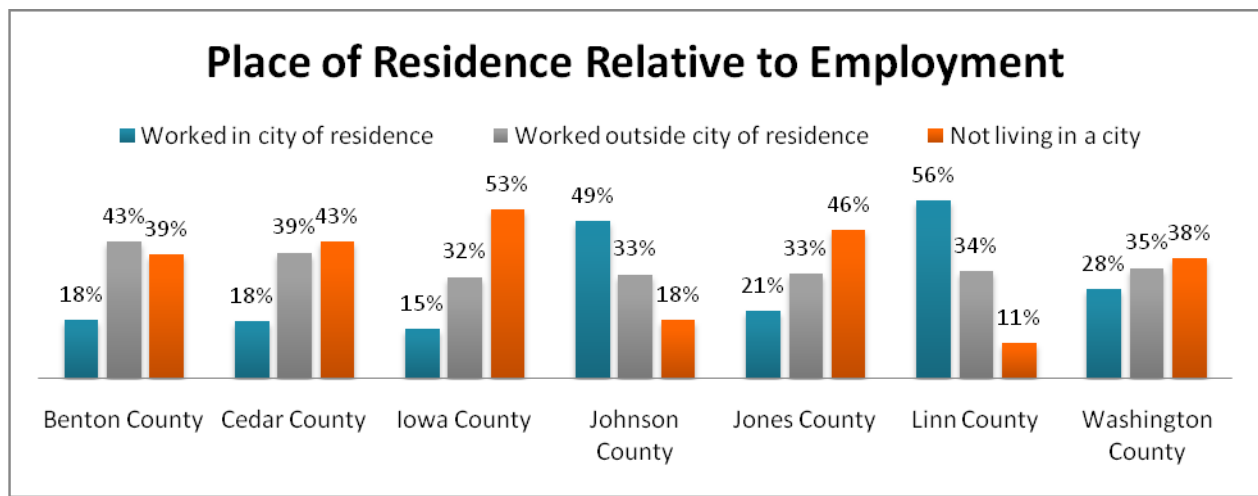
Fifty school districts service portions of the region. As detailed on the map above, many of the school districts are located in more than one county. Of these fifty districts, thirty are considered to have their primary service area within the region; the remaining twenty districts are on the edges of the region and have a central office or the majority of their service area outside of Region 10. For a detailed account of the districts that are considered to be primarily within Region 10, please review table 1 in Section Two under inventory of providers and programs.

### **TRANSPORTATION RELATED TO EMPLOYMENT**

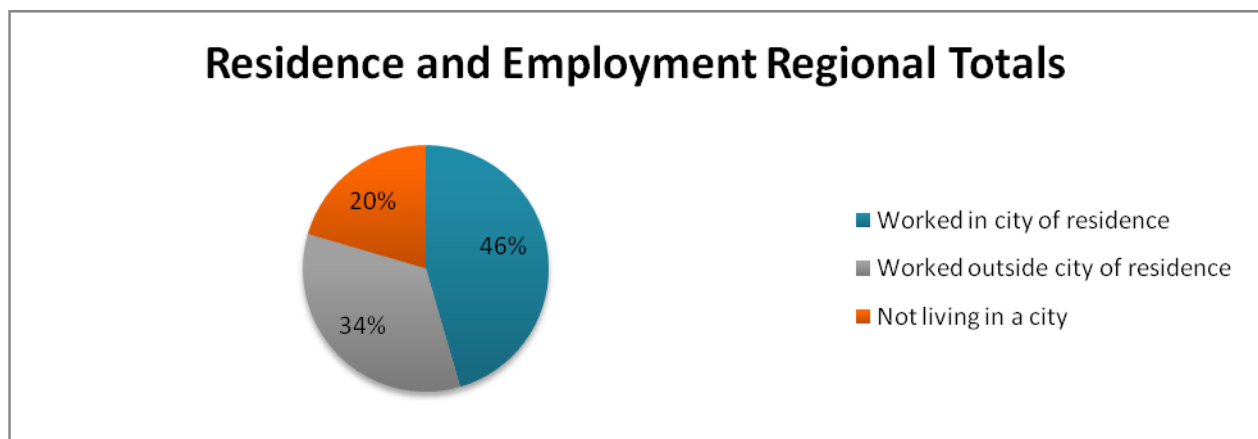
Transportation to employment is also an important consideration when providing transportation services. As detailed below, the two urban counties (Johnson and Linn) display similarities, while the four rural counties show different trends. In Johnson County, 49% of workers lived in the city in which they were employed, and this number was slightly higher in Linn County, at 56%. In both counties, approximately one third of residents lived in a city but worked in a different city. Johnson County had a slightly higher number of residents who did not live in a city than Linn County, but figures for both counties are significantly below those for rural counties. The trend in rural counties was that 15% to 28% (median, 18%) of residents work in the city in which they live. This suggests that transportation to employment may be

more difficult or costly for those living in the rural counties than those in the urban counties. The rural counties were similar to the urban counties in the percent of residents who lived in one city and worked in another, with values ranging from 32% (Iowa County) to 43% (Benton County). This may suggest that inter-city transportation is a key issue for Benton County residents. Finally, the percentage of population not living in a city was significantly higher for residents of rural counties than for urban counties, with values ranging from 38% (Washington County) to 53% (Iowa County). In these counties, demand response services play a critical role in meeting the needs of the many residents who live in rural areas.

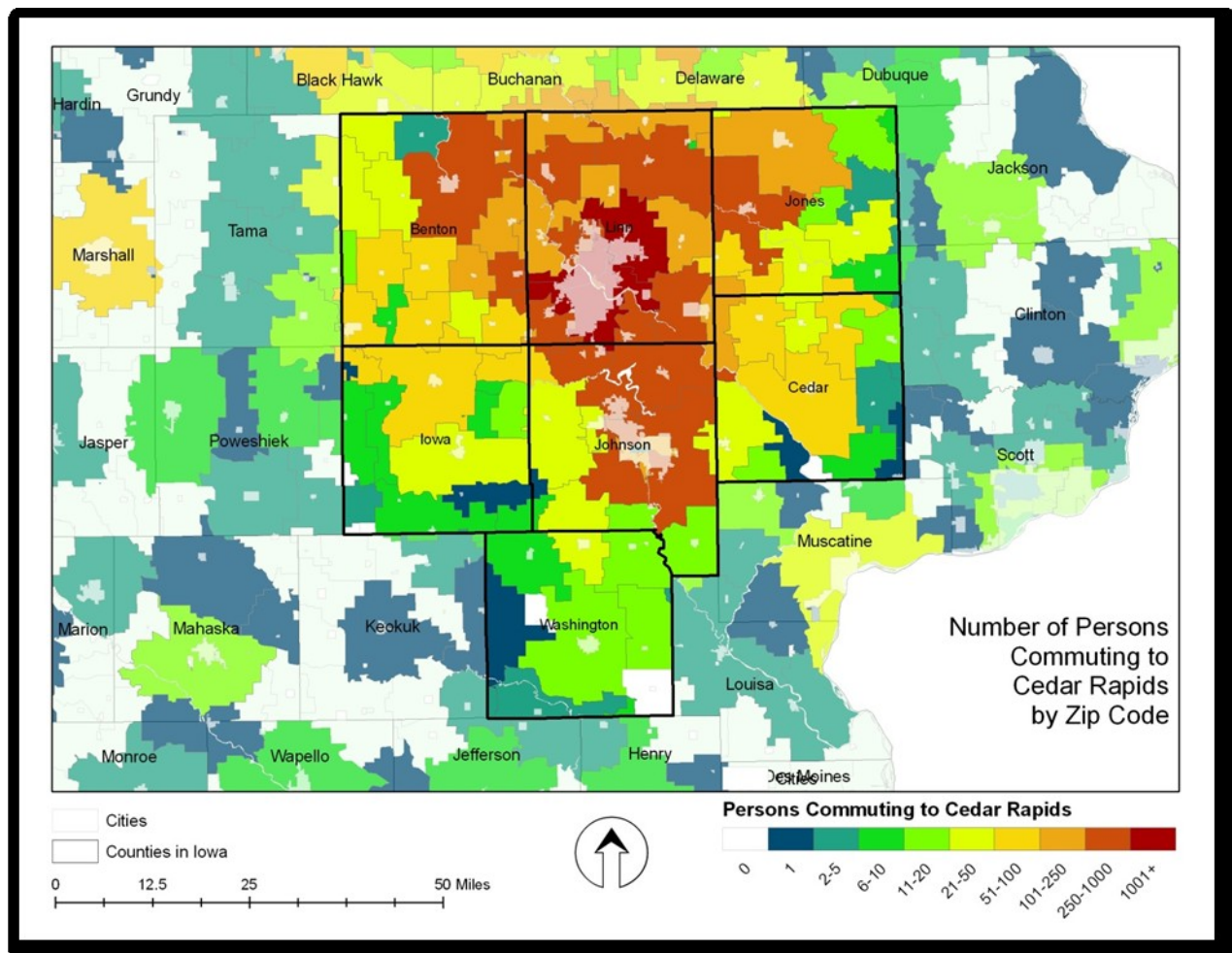
**FIGURE 14: PLACE OF RESIDENCE AND EMPLOYMENT**



**FIGURE 15: PLACE OF RESIDENCE AND EMPLOYMENT REGION TOTAL**



As detailed on the previous chart, not quite half of all workers in their region are employed in their city of residence. Transportation to this group is likely the most efficient to provide, and could occur through a variety of avenues such as fixed route service, bus pools or through ride sharing software systems.

**FIGURE 16: COMMUTERS TO EMPLOYMENT IN CEDAR RAPIDS**

The map above displays the number of people commuting to Cedar Rapids based on their zip code of residence. This dataset was provided to ECICOG from Iowa Workforce Development. While people commute to Cedar Rapids from across the nation, the majority of commuters appear to come from the Cedar Rapids and Iowa City metro areas, as well as the surrounding counties of Benton, Jones, Blackhawk, Buchanan and Delaware. An additional cluster of commuters originate in Muscatine, which represents is approximately 2.5 hours per day spent traveling to and from Cedar Rapids. Interest in commuting options such as vanpools and ride sharing software to facilitate employment-related transportation appears to be increasing, and these types of programs could be targeted to the areas shown in orange or red on the map above

## REVIEW OF PRIOR INPUT CONCERNING NEEDS & STATUS OF RECOMMENDED PROJECTS

### REVIEW OF PRIOR INPUT CONCERNING NEEDS

Last year, the mobility manager completed one-on-one transportation surveys with transit and human service providers. The needs and gaps were listed and HSTAG was asked to review, add to and establish priorities to this list. The following is a list of needs prioritized by HSTAG:

1. Expand, explore and improve transportation services and options available to low-income workers
2. Increase marketing and communication of transportation information
3. Maintain and expand services in the rural areas
4. Improve transportation to medical and dental appointments
5. Expand, explore and improve transportation services and options to elderly
6. Expand, explore and improve transportation services and options to persons with disabilities
7. Ongoing education and training for HSTAG and transportation staff

Many of the identified projects, or parts of projects, were accomplished last year. In terms of vehicle replacement, the stimulus funding allowed ECICOG to replace more vehicles than anticipated. In addition, the Iowa Department of Transportation contracted with URS to complete a Statewide Transportation Funding Study; which was expected to identify some of the “corridor” transportation needs between Cedar Rapids and Iowa City. As a result, a previously-scheduled Cedar Rapids-Iowa City Shuttle Feasibility Study was placed on hold in anticipation of the URS study. The Cedar Rapids-Iowa City shuttle agreement between Iowa Workforce Development (IWD) and NTS ended when IWD’s training needs were accomplished and there proved to be little public interest in the shuttle service.

A mobility manager position was funded through STA with a local match. The commitment and focus of one, dedicated staff on mobility coordination allowed the effort to move forward substantially and made possible the additional refinement of proposed projects. The following indicates how the coordination effort, led by the mobility manager, has been able to make progress on the aforementioned seven identified needs with support from the funded mobility management project:

In an effort to (1) explore and improve transportation services and options to low-income workers, the mobility manager and several members of HSTAG attended CTAA’s Employment Transportation Conference to learn what other communities have done to creatively address the needs of low-income workers. In addition, the mobility manager attended an ITCC meeting where information regarding a web-based ridesharing program, GreenRide, was presented. Following these two events, a local meeting was held to explore the options for the region with

regards to expanding transportation options for the low-income worker. IWD shared data that indicated commuting patterns within the region. Discussion within the meeting led to the decision to include the business community and chambers of commerce in the outreach efforts of the HSTAG Marketing and Education Committee in preparation for the 2010 Community Transportation Forum. In addition, this small workgroup invited the Marketing and Education Committee to attend a GreenRide webinar to learn more about web-based transportation software. The 2010 Forum will highlight employer involvement in expanding transportation options and alternative modes of transportation.

Additional services to low-income workers are provided by the Cedar Rapids metro NTS, the City of Cedar Rapids' JARC Program and the C.A.B.S. Program, which continue to expand service offerings to meet a wider variety of transportation needs. The mobility manager has been the contact person for the C.A.B.S. program this year, which has lessened the in-kind staff need from others. That said, the program seems to have grown enough to warrant paid staff support. A part-time staff support would also make the process more efficient and participant-friendly.

The second HSTAG prioritized need was (2) more marketing and communication of transportation information. Under the guidance of the HSTAG Marketing and Education Committee, ECICOG staff developed both a brochure for HSTAG and the Regional Transportation Resource Guide (see Attachment 9 and 5). The HSTAG brochure explains the coordination effort, the group's mission and the group's goals. These informational resources are available on the partners' websites at [www.corridormpo.com](http://www.corridormpo.com), [www.ecicog.org](http://www.ecicog.org), and [www.uweci.org](http://www.uweci.org). In addition, the mobility manager mailed the brochures to public leaders and distributed transportation guides to hospital social workers and community-based case managers at county coalition meetings. In Linn County, the mobility manager is responsible for updating the Transportation Resource Sheet for Linn County Community Services (see Attachment 10).

In addition to the Regional Transportation Resource Guide and HSTAG brochure, the mobility manager is developing a Regional Riders' Guide to assist all stakeholders by providing written policy regarding the expectations of riders, care providers and transit operators (see Attachment 11). Even though each county may continue to have unique policies in place, ECI Transit will have a written policy stating the minimum service each consumer and case manager can expect from ECI Transit operators, and what ECI Transit drivers can expect from consumers and case managers.

There is an ever-growing (3) need to maintain and expand services in the rural areas. The mobility manager has encouraged transit operators and volunteer transportation program

coordinators to work together to identify the best fit for consumers. The mobility manager has also met with county coalitions and Heritage Area Agency on Aging Task Forces in an effort to build relationships. When the volunteer transportation program coordinators met in April of 2009, a consensus was reached that the demand for one-on-one services is increasing. The mobility manager continues to explore ways to make these programs healthy and efficient. In addition, several transit operators have identified unmet needs in their counties, for which the mobility manager and transit operators will continue to identify solutions.

The (4) need to improve transportation to medical and dental appointments continues to be a concern. As mentioned above, the mobility manager has reached out to hospital social workers in an effort to share the resource guide and build relationships. Educating social workers about programs that include a transportation benefit, like the IowaCare Program and Access to Recovery, will go a long way toward improving healthcare access. The mobility manager is also a member of United Way's Health Solution Team; which is exploring "patient navigator" practices that will increase access to medical services. Access to transportation is a piece of the solution for every demographic group. The American Cancer Society's use of patient navigators and their resources are invaluable to the many needing outpatient-cancer treatment. Each of these efforts and others like them plays an important role in improving access to care. Meeting the increasing outpatient transportation treatment needs of dialysis treatment, radiation & chemotherapy treatment, and wound care treatment continue to be a challenge. The mobility manager and HSTAG will continue to partner with the medical community, American Cancer Society and volunteer transportation providers to meet this challenge.

Based on aging statistics regarding Iowa's rural seniors, addressing the (5) need to expand, explore and improve transportation services and options to the elderly, is a crucial piece of keeping the seniors healthy and in their own homes, thereby minimizing healthcare costs and the cost of institutional care. The regional volunteer transportation programs serve many seniors, particularly those who require door-through-door service, and it is imperative that the mobility manager continue to communicate with and acknowledge the service these programs provide. The mobility manager will continue to explore potential partnerships to fulfill this growing need. In support of this need, all of ECI Transit providers are now Medicaid & Medicaid Waiver Transportation Providers.

The (6) need to expand, explore and improve transportation services and options to persons with disabilities was also identified. To help increase awareness of the Americans with Disabilities Act (ADA) and how it applies to transit, an Easter Seals *Project Action* training was offered to providers in March of 2009. Also, the mobility manager was asked to attend the C.A.B.S. Task Force meetings and to be the C.A.B.S. phone contact for participants and case



managers. Because the C.A.B.S. program continues to grow, the task force will seek funding to hire a part-time staff to focus exclusively on the C.A.B.S. Program. This will allow one person to complete the majority of tasks associated with the running the program and to improve its efficiency. A staff would have an opportunity to reach more disabled people by marketing the program and by seeking additional funding sources. The C.A.B.S. Program is a program that HSTAG would like to replicate in other counties.

The C.A.B.S. Task Force formed a subgroup to explore ADA Customer Service Training for transit and taxi drivers (**see Attachment 12**). The subgroup developed a curriculum built on Easter Seals *Project Action*, A.C.C.E.S.S. Matters material. This was presented to the C.A.B.S. Task Force, who felt the training would be beneficial to all professional drivers.

HSTAG will continue to (7) expand volunteer transportation programs and seek additional funding. Moving forward, Heritage Area Agency on Aging and the United Way of East Central Iowa will be important resources in addressing this need. These agencies offer support to seniors and are currently providing funding to support volunteer programs. Though there is value in the community-based nature of volunteer transportation provision, additional coordination would increase the efficacy of these programs.

In 2009, the Jones County JETS transit operator successfully advocated for providing funding to the volunteer transportation program out of the Jones County budget. JETS insisted that a collaborative effort would provide the best transportation service to Jones County residents. This discussion between transit operators, the board of supervisors, transit users and others highlighted the value in these public-private partnerships.

Johnson County has an active American Association of Retired Persons (AARP) Livable Communities movement. The transportation subcommittee is a pillar of this movement. Two of this group's goals are to research and develop volunteer transportation programs for seniors and to promote programming for transitioning drivers.

### **STATUS OF RECOMMENDED PROJECTS**

All the vehicles that were recommended in the Year 1 Program were replaced. As a result of the unplanned stimulus money, many vehicles that were recommended in the Year 2 Program were also funded and replaced. Drivers and consumers appreciate the new vehicles.

As programmed, ECI Transit upgraded the RouteMatch dispatching software to Client Server in their four rural counties: Benton, Iowa, Jones and Washington. As a result of this upgrade, all seven counties in the planning area now utilize RouteMatch Client Server as their dispatching Software. Unfortunately, this product has failed to perform in numerous ways. Transit operators and others who use the software continue to express dissatisfaction with the system.

The Cedar Rapids-Iowa City Shuttle Feasibility Study and shuttle start up programs were put on hold due to the Iowa Department of Transportation's Statewide Transportation Funding Study; which was expected to identify some of the "corridor" transportation needs between Cedar Rapids and Iowa City. This project has been shelved until the region has a better understanding of how the Iowa Department of Transportation will proceed with the study's recommendations.

The region was unable to replace the computer equipment that was scheduled for replacement. Although ECI Transit is committed to improving technology, 5309 funds were not available for the project this year.

ECI Transit received funding to hire a mobility manager as programmed. The mobility manager has fostered many coordination efforts and facilitated & attended meetings. Staff has developed information to market and educate the public about the region's transportation services and programs. An HSTAG brochure was developed to introduce and explain the efforts of the group. The Regional Transportation Resource Guide was developed to provide direct practice staff with current information regarding transportation options in the region. The Regional Transportation Resource Guide is also available at [www.ecicog.org](http://www.ecicog.org). This guide is used as the primary resource when the mobility manager provides Train-the-Trainer education to human service and healthcare provider supervisors. The supervisors then share this resource and other transportation information, with their direct practice staff.

## RECENT DEVELOPMENTS

In October of 2009, Jones County opened a new medical facility: Jones Regional Medical Center. This Center offers a wide-range of services based on the needs of those in Jones County. Its many services include: 24-hour emergency care; lab and radiology; skilled, intermediate, and medical-surgical nursing care; outpatient surgeries and procedures; specialty clinics; counseling; and rehabilitation. Currently, dialysis, wound care and radiation outpatient services are not available. The nearest options for these services require patients to travel to Cedar Rapids, Iowa City or Dubuque for outpatient care, but the Center's plans include providing these services eventually.

The "old" Jones County Medical Center housed and operated an adult daycare center. This service is not included at the new Jones Regional Medical Center, and there are no plans to add the service. Initially, the Jones County Volunteer Transportation Program transported the displaced daycare clients to a daycare in Cedar Rapids. The funding for this three-day-a-week trip is no longer available. Currently, a family member of one of the daycare participants is

transporting all the displaced participants to Milestones Day Care in Marion. It is not clear if the family member will be able to continue that service.

This is the first year Cedar County has been included in the ECICOG Passenger Transportation Plan process. In terms of public and volunteer transportation provision, it is appropriate to consider Cedar County within this process because residents often obtain specialty medical care and hospital care in Johnson or Linn Counties.

In Cedar Rapids, the City Council is considering a change in their taxicab ordinance. If adopted, the change would standardize the rate taxicab companies are allowed to charge, however companies would be able to negotiate with customers and groups for a lower rate. This change could be very helpful to the C.A.B.S. Task Force's budget, and to other groups who frequently use Cedar Rapids-based taxicabs.

Cedar Rapids Transit will be implementing an ADA Eligibility process in the summer of 2010. It is not yet clear how this process will unfold. Implementation of this process may be challenging; however, with appropriate information and education, Linn County residents will likely embrace the potential cost savings of the program and its ability to offer more transportation to the disabled who qualify.

The Johnson County SEATS facility was completed in December of 2008. This facility is easy to access and is conveniently located off I-380. The facility's meeting room is spacious and has proven to be an asset for the regional transit system.

Legislation is being debated in the state that would change how IowaCare recipients secure primary healthcare and emergency healthcare. The proposed legislation would allow (selected) healthcare centers around the state the opportunity to serve IowaCare recipients regionally. This would minimize the current, statewide transportation need of getting IowaCare patients to their medical home at the University of Iowa Hospitals and Clinics in Iowa City.

Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU) expired on Sept. 30, 2009. The legislation has been given several extensions but the future of the legislation, and how it will affect transit, is still unclear.

The American Recovery and Reinvestment Act (ARRA), often referred to as the Economic Stimulus Bill, has improved the region's passenger transportation service by funding capital projects at 100%. The ECICOG planning area has been the recipient of many vehicles; including one minivan, five 176" LD buses, thirteen 158" LD buses and three 138" buses. River Bend Transit was also awarded funding for bus washing equipment, maintenance bay expansion and vehicle storage yard expansion.

## NEW INPUT CONCERNING NEEDS

### PASSENGER TRANSPORTATION PLAN MEETINGS

Assessing transportation needs and gaps in service has been a continuous part of the work the mobility manager has been involved in this year. The following groups are a result of more specific identified needs and a desire to explore solutions: Transportation Coalition of Jones County, C.A.B.S.-ADA Customer Service Training and the HSTAG Marketing and Education Committee. These groups and their meetings (discussed in Section I) provide an opportunity to share transportation information and coordination efforts and barriers between local and state coordination efforts, and also between such efforts and transit operators. The following groups aspire to increase dialogue and to share mobility ideas: Iowa Transportation Coordination Council, Iowa Mobility Management Network and the Transit Operators' Group. The mobility manager was asked to be a part of existing efforts with the C.A.B.S. Task Force in Linn County and the AARP Johnson County Livable Communities-Transportation Group in Johnson County. The HSTAG group continues to meet quarterly, and acts as a source of transportation information and resource dissemination as such resources are identified and developed by HSTAG members. In addition, the partners in the coordination effort (Corridor MPO, ECICOG and UWEI) meet every few months to reassess coordination activities.

### HUMAN SERVICE COALITION MEETINGS & OTHER NETWORKING

The mobility manager continues to attend county coalition meetings as much as possible, or when requested, which has proven to be a great opportunity to identify transportation needs and to foster awareness of the larger coordination effort. The potential for transportation coordination and partnerships has proven to be quite extensive.

### PTP SURVEY-AVAILABLE ONLINE AND WORD DOCUMENT

Corridor MPO and East Central Iowa Council of Governments partnered to develop one PTP survey to distribute to the urban and rural areas. Following provision of general information, the user was prompted to pick a track for urban or rural. A Word-document survey was also offered. The survey was sent to HSTAG members, county coalitions and hospital social work staff. The mobility manager called care facilities in the region to ask how they transported their residents. Ten of the care facilities agreed to complete a survey if one were mailed to them. In total, 60 responses were received: 50 from online users and 10 Word-document surveys.

### TRANSPORTATION PUBLIC INPUT MEETING

Cedar and Clinton-county residents were invited to a joint transportation public input meeting. The one person who attended also provided input via the aforementioned online survey.

## NEEDS OVERVIEW

### SERVICE NEEDS

This section of the document will discuss the needs identified this year through the passenger transportation plan meetings (including HSTAG), through the PTP survey process, the public input meeting (and other meetings) and the networking the mobility manager has been a part of. The following chart identifies needs and the source of identification:

**TABLE 13: CURRENT SERVICE NEEDS**

Need Identified	Source of Identification
Need to improve transportation to medical and dental appointments	Public Input Meeting, PTP Survey, Coalition Meetings and Transportation Meetings, Transit Providers
Need to improve transportation to low-income workers	Transportation Meetings, Coalition Meetings, PTP Survey
Need more marketing and communication of transportation information	Transportation Meetings, PTP Survey, Coalition Meetings, Transit Providers
Need to maintain and expand services in the rural areas; cross county trips (more trips during operating hours and need for evening hours)	PTP Survey, Coalition Meetings, Transportation Meetings, Transit Providers
Need to improve transportation to the elderly	PTP Survey, Transportation Meetings, Coalition Meetings
Need to improve transportation to the disabled	Transportation Meetings, PTP Survey,
Need more outreach, education and travel training in rural counties	PTP Survey, Coalition Meetings, Transportation Meetings
Need for more transportation to grocery shopping and errands	PTP Survey, Coalition Meetings, Transportation Meetings
Need to make the transportation more affordable	Public Input Meeting, PTP Survey, Coalition Meetings

Access to healthcare continues as an ongoing need identified by all who provided input. In the area of health care services and delivery, healthcare trends clearly point to outpatient medicine as a cost-effective means of addressing health care needs; procedures that were once common inpatient services are now done on a daily outpatient basis. However, as the region's population continues to age, there is an increasing need for other outpatient services like dialysis, physical therapy, wound care and chemotherapy. Mobility and transportation must be considered when working to reduce the overall costs of health care delivery.

In the State of Iowa, low-income persons who qualify for Medicaid can utilize a transportation benefit to access health care services. Unfortunately, this benefit is only available for persons receiving medical care outside the community in which they live. The transportation benefit provided by Iowa Medicaid is invaluable, especially to the low-income who live in rural counties and who must travel to urban areas to receive specialty care. But the Iowa Medicaid transportation benefit could accomplish so much more. Access barriers and transportation barriers for most low-income persons exist whether the client is 3 miles or 30 miles from their provider.

The Medicaid transportation benefit is invaluable to the low-income population, as are the Medicaid Waiver-transportation benefits for the following specific groups: elderly, brain injury, intellectual disabled and physical disabled. 11% of residents in the State of Iowa have Medicaid benefits; which qualifies them for a transportation benefit, if they are receiving care outside the community in which they live.

Before the IowaCare program was developed, the University of Iowa Hospitals & Clinics could provide some transportation to elderly and low-income who were covered by Medicaid and Medicare. Since the IowaCare program's implementation in 2005, however, the University of Iowa Hospitals & Clinics (UIHC) has been unable to provide these rides and has instead focused exclusively on transporting IowaCare patients. That said, the IowaCare program reports that less than 10% of enrollees had contacted them for transportation. Within that 10% though, 42% were unable to get transportation at least 1 time in the previous 6 months. The IowaCare program continues to serve far more Iowans than was expected.

Transportation to health care in the region's metro areas, Cedar Rapids and Iowa City, continues to be a need. And although there are pockets of really great transportation services and funding available to address some specific healthcare needs and/or patients, there are more needs and patients that have no transportation benefit.

Transportation from rural communities into metro areas that may provide better employment opportunities continues to be a topic of discussion. Transit cost for the low-income worker often represents a higher percentage of that worker's income than does the cost of owning and operate reliable vehicle for workers at the median income level. Transportation for low-income workers and transportation for disabled persons are the top two identified needs in the survey. The survey suggests a broad interest in exploring affordable, alternative transportation options for consumers in the ECICOG region. Some of this interest stems from economic concerns while other interest is related to environmental considerations. The HSTAG will continue to learn more about vanpool and carpool software (like GreenRide) which could help meet the needs of these workers. There are also several human service agencies that are interested in exploring the

possibility of sharing their vehicles. This concept could be accomplished with software similar to GreenRide. The 2<sup>nd</sup> Community Transportation Forum in Cedar Rapids will offer an opportunity to discuss issues that surface while exploring vehicle sharing and ridesharing.

Yet another need is a continuation and expansion of services in the rural areas, and also for expanded cross-county transportation. The survey identified the top two days/times as 7 a.m. to 5 p.m, Monday through Friday, and after 5:00 p.m., Monday through Friday. ECICOG has scheduled Johnson County rural transportation expansion into Year #2 programming. HSTAG will include volunteer transportation programs and Neighborhood Transportation Services (NTS) in further discussions about meeting the needs of rural residents. The volunteer programs currently (almost exclusively) serve elderly to medical appointments. NTS currently serves only residents of Linn County.

Rural transit operators provide the majority of transportation for the disabled population. HSTAG identified the need to maintain and expand this service. For the disabled in rural counties, evening and weekend transportation is almost nonexistent and has continued to be identified as a need. Many minimally disabled persons do not qualify for Medicaid or Medicaid Waivers. These consumers often struggle to afford the cost of public transportation in rural areas. The HSTAG will continue to look at partnerships and funding sources to help make transportation affordable to this group.

The region's aging population continues to need more transportation service, which is increasingly trending toward one-on-one or door-through-door transportation. Being elderly does not cause a person to be disabled, but often elderly develop physical or mental disabilities, and as such, there is a need to accommodate transportation for this group of riders. All of the region's volunteer transportation programs require riders be ambulatory and able to conduct their own business. Volunteer transportation providers are able to fulfill some of this need, but there are significant hurdles in providing this type of transportation.

AARP-Johnson County Livable Communities is working on developing a volunteer transportation program that will serve the most vulnerable and needy rider. These riders are often 85+ year-old. The coalition hopes to develop a program that will assist consumers with medical appointment preparedness, door through door service, and follow up, if necessary. As this process evolves, the regional volunteer program coordinators will be brought together to brainstorm how each can expand their existing level of service.

Marketing and communication of transportation resources continues as a need. Many residents in rural counties are uncertain whether the public transportation in their county is available to them. Many have said, "It is only for disabled persons," or "transportation for the elderly." In 2009, UWECI's 211 service received 1,421 calls requesting transportation information. Although

UWECI was unable to track “secondary requests” of calls, the most common secondary request is believed to be “How can I get there?” after the caller was provided with the name of an agency or resource as a response to their first question. UWECI will continue to track these 211 calls. The mobility manager will continue to provide train-the-trainer opportunities for human service agencies in the region. The HSTAG Marketing and Education will host the forum in June. Educational needs and opportunities raised at the forum will be addressed with workshop and lunch and learn-type activities.

Finally, grocery shopping and errands were identified as a transportation need in the region. This need applies to each of the groups HSTAG focused on identifying the needs of: disabled, elderly, and low-income workers. The HSTAG will explore how these needs might be addressed with development of weekly group trips/outings. Travel training could be a piece of the solution, as well.

### **MANAGEMENT NEEDS**

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Continuation of the mobility management program will help expand the transportation coordination effort by connecting people and providing resources. The mobility manager will work to build programs and develop new ones.

The organization of the Human Services Transportation Advisory Group and its flowchart (Appendix 2) needs further consideration and refinement.

The region would like to continue to explore the role Mobile Data Computers (MDCs) could play in ECI Transit vehicles and in human service vehicles operating within the region. HSTAG is also interested in investigating the role of ITS in a one-call center.

### **FLEET NEEDS**

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Transportation Provider Surveys are attached (see Appendix 13) for providers of East Central Iowa Transit. These forms cover all vehicles in the existing fleets. All of the replacement schedules are based on FTA’s useful life schedule for buses and are replaced or upgraded as the transit budgets allow.

The human service agencies, care center and hospitals have limited fleets and little funding to expand or repair existing fleets. Many agencies rely on public transportation and staff’s personal vehicles when transporting clients.

The AARP Johnson County Livable Communities-Transportation group and C.A.B.S. Task Force both serve populations that utilize taxis, both have expressed the need for more handicap accessible taxicabs. The mobility manager will continue this discussion this year and bring more



taxicab companies into the discussion. HSTAG will also provide input into the process of developing appropriate city ordinances as it relates to taxicab operation.

Transit providers need to maintain the existing service level and to continue to attempt to keep costs down. As mentioned before, the stimulus funding has placed the region ahead of the replacement programming schedule.

### **FACILITY NEEDS**

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Linn County LIFTS, Johnson County SEATS, and Washington County MiniBus each have facilities that house both their offices and a maintenance garage. The SEATS and MiniBus facilities also have space for vehicle storage. The ECI Transit Facility Study includes plans for satellite facilities in the three remaining counties to keep vehicles out of inclement weather. However, there are no immediate plans for construction of any satellite facilities. Because Johnson County SEATS is new & spacious and centrally located regionally, the mobility manager will promote the use of this facility for future trainings.

### **SUMMARY OF NEEDS**

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The highest priority needs to be addressed within the timeline of this planning document are access to healthcare, affordable transportation to employment, increased coordination for lower cost services, increased awareness and outreach regarding current programs, and further expansion and specialization of services to meet the needs of the growing elderly population within the region. The most significant unmet needs regarding access to healthcare were the provision of transportation services within a person's community of residence, and frequency of trips to specialized medical services only available in Cedar Rapids and Iowa City. The monetary and time cost of employment transportation continues to be a concern, particularly with regards to the lower-income worker. Hours of transit service currently limit employment opportunities, and cost of transportation to work is often too high a percentage of a low-income worker's overall income. Increasing coordination between public and private service providers and lower cost transportation options such as volunteer transportation services and rideshare programs could be an effective way to decrease the high cost of transit services. This process could be facilitated through additional public outreach, which would also be of benefit to rural residents who may not be currently aware of their eligibility for ECI Transit services, or any regional residents who do not know how to use transit. Finally, as the elderly population in the region continues to grow, the numbers of transit riders and, in particular, consumers of demand response service, are likely to increase. Outreach to this community will continue to be necessary to assist residents of the region as they become non-drivers. Diseases more prevalent in the aging population will also place a higher demand on specialized transportation services. Administrative services, as well as fleet maintenance and expansion will remain necessary in meeting the needs of the region.

## STRATEGIES

Based on the comprehensive needs assessment, a number of strategies have been developed as solutions to the identified priorities. Below is a summary of those strategies. Also noted is a summary of the need/needs that each strategy will address, and a tentative timeline for completion.

### Project/Strategy: Community Transportation Forum

<b>Timeline:</b>	June 2, 2010
<b>Need(s)</b>	All identified needs
<b>Addressed:</b>	
<b>Proposed by:</b>	All sources
<b>Description:</b>	A full-day educational and outreach event to share ideas about transportation. Open to the public but particularly interested in reaching the business community, policy makers and human service & transit providers

### Project/Strategy: New Freedom Application for Mobility Manager Position

<b>Timeline:</b>	2010
<b>Need(s)</b>	All identified needs
<b>Addressed:</b>	
<b>Proposed by:</b>	All sources
<b>Description:</b>	A position that would continue to build on the existing transportation coordination effort

### Project/Strategy: Dual-sided Transit Route Map

<b>Timeline:</b>	2010
<b>Need(s)</b>	All identified needs
<b>Addressed:</b>	
<b>Proposed by:</b>	All sources
<b>Description:</b>	Map would have Cedar Rapids' (possible Iowa City & Coralville) fixed-route system on one side and entire region on the other. Info regarding transit services will be included within each county on regional map.

### Project/Strategy: Medical- Outpatient Treatment Transportation

<b>Timeline:</b>	2011
<b>Need(s)</b>	Need to improve transportation to medical and dental appointments
<b>Addressed:</b>	Need to expand services in rural area and across county lines Need to improve transportation to the elderly, disabled and low-income
<b>Proposed by:</b>	All sources
<b>Description:</b>	Partner with volunteer & transit providers, AoA, UWECI, medical community to address need for transportation related to outpatient care

### Project/Strategy: Cabs to Augment the Bus System (C.A.B.S.) Paid Staff Support

<b>Timeline:</b>	2010
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<b>Need (s) Addressed</b>	Need to improve transportation to the disabled Need more marketing and communication of transportation information Need for more transportation to grocery shopping and errands
<b>Proposed by:</b>	CABS Task Force (CR Transit, Linn County Community Services, Options of Linn County, Goodwill, ARC of Eastern Iowa, Abbe Community Care, PADS) and PTP survey
<b>Description:</b>	Part-time staff support for the 20+ year-old program. Staff will provide tasks that in-kind staff support has coordinated on historically. Staff will also be available to market & educate about program and explore new funding opportunities.

**Project/Strategy:** Train-the-Trainer Outreach

<b>Timeline:</b>	2011
<b>Need(s) Addressed:</b>	Expand, explore and improve transportation services and options available to low-income workers Expand, explore and improve transportation services and options to elderly Expand, explore and improve transportation services and options to persons with disabilities
<b>Proposed by:</b>	Transportation and Coalition Meetings
<b>Description:</b>	Provide outreach, education and transportation resources to supervisors within human service and healthcare agencies. Supervisors would train their staff about transportation resources

**Project/Strategy:** Travel Training

<b>Timeline:</b>	2011
<b>Need(s) Addressed:</b>	All identified needs
<b>Proposed by:</b>	Transportation, Coalition Meetings and PTP Survey
<b>Description:</b>	Develop travel training program to teach elderly, disabled and low-income workers how to navigate public transit

**Project/Strategy:** Regional Volunteer Transportation Coordination Project

<b>Timeline:</b>	2011
<b>Need(s) Addressed:</b>	Expand, explore and improve transportation services and options to elderly Expand, explore and improve transportation services and options to persons with disabilities Maintain and expand services in rural areas Improve transportation to medical and dental appointments Need to make transportation more affordable
<b>Proposed by:</b>	Transportation and Coalition Meetings, PTP Survey, Public Input
<b>Description:</b>	Partner with agencies who are currently funding volunteer transportation programs (AoA and United Way) to maximize efficiency and number of rides

**Project/Strategy:** Mobile Data Computers & Vanpool/Carpool Software

<b>Timeline:</b>	2010
<b>Need(s)</b>	All identified needs

<b>Addressed:</b>	
<b>Proposed by:</b>	All sources
<b>Description:</b>	Allow for more efficiency in delivering rides. Possibly allow human service vehicles to coordinate seats and vehicles with one another and with public transit. Vanpool/carpool software will allow consumers to connect and businesses to be involved in ridesharing effort

**Project/Strategy:** ITS Investment in One- Call Transportation Center

<b>Timeline:</b>	2013
<b>Need(s)</b>	All identified needs
<b>Addressed:</b>	
<b>Proposed by:</b>	All sources
	Regional call center that would allow consumers to make one phone call to inquire transportation and to schedule trips

**Project/Strategy:** Cedar Rapids-Iowa City Shuttle Feasibility Study

<b>Timeline:</b>	Spring 2012
<b>Need(s)</b>	Expand, explore and improve transportation services and options available to low-income workers
<b>Addressed:</b>	More marketing/communication of transportation information Maintain and expand services in the rural areas Improve transportation to medical and dental appointments
<b>Proposed by:</b>	All Sources
<b>Description:</b>	Shuttle study to be completed after recently funded area wide study, will re evaluate the demand for a shuttle service between communities.

**Project/Strategy** Consolidated Transit Application

<b>Timeline:</b>	Annually, ongoing
<b>Need(s)</b>	Expand, explore and improve transportation services and options available to low-income workers
<b>Addressed:</b>	More marketing/communication of transportation information, Maintain and expand services in the rural areas Expand, explore and improve transportation services and options to elderly Expand, explore and improve transportation services and options to persons with disabilities
<b>Proposed by:</b>	RPA
<b>Description:</b>	Annual application for transit funding

**Project/Strategy** Fleet Maintenance and Expansion

<b>Timeline:</b>	Ongoing
<b>Need(s)</b>	All identified needs
<b>Addressed:</b>	
<b>Proposed by:</b>	All sources
<b>Description:</b>	Provide regular maintenance on existing fleet and secure vehicle improvements by following the regular replacement schedule.

## SECTION 4: FUNDING

This section will identify funding sources for transportation coordination and improvements. Funding from public transportation sources provide the bulk of financial resources available, particularly to the regional transit operators. Several Iowa-based foundations are listed, as well as foundations that the Community Transportation Association of America has identified to be “transit friendly.”

Education and outreach will continue to play a part in increasing transportation opportunities to consumers. For example, case managers should be encouraged to include more transportation units in Medicaid Waiver Programs, and direct practice caseworkers can be educated about the transportation benefits in the IowaCare and VA benefit programs. Coordination between volunteer transportation providers and public transit providers could offer cost savings in the delivery of service.

As trust builds in the transportation coordination effort, there will be additional opportunities to identify funding streams and the local agencies that utilize these dollars. For the benefit of future collaboration, the following local agencies have been identified to fund transportation programs or to have transportation benefits for their clients: American Cancer Society, Department of Human Services, General Assistance, Heritage Area Agency on Aging, Iowa Workforce Development, RSVP, United Way of East Central Iowa.

ECICOG distributes funding to the local designated public transportation providers through both funds dedicated to planning and the local Surface Transportation Program. However, the majority of funding available for transportation providers is available through other sources, as outlined to follow. Allocation of these funding sources locally can be found in the region’s Transportation Improvement Program (TIP).

### FEDERAL TRANSIT FUNDS

Federal funds for passenger transportation are made available largely through the Federal Transit Administration (FTA) and distributed to local transit operators directly or through the state departments of transportation. The federal transportation bill, Safe Accountable Flexible Efficient Transportation Equity Act – a Legacy for Users (SAFETEA-LU), and title 49 of the United States code provides the authorization for dissemination and use of these funds. Generally, these funds are described by their section number within title 49. Following is a discussion of each potential funding source:

**5309 (BUS AND BUS RELATED EQUIPMENT)**

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Approximately 50% of this funding is allocated for specific projects including Clean Fuels programs, and is subject to annual Congressional appropriation. Congress may choose to earmark the remaining funds during the annual appropriations process. Federal share is generally 80%. (SAFETEA-LU section 3011 & 3044). The region has sought and will continue to seek these funds for vehicle replacement and ITS/computer equipment projects.

**5309 (NEW STARTS)**

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New Starts funding is primarily for major fixed guideway capital investment projects based on alternatives analysis, justification, local financial commitment, rating of project, and reliability of ridership and cost forecasts. A multi-year Full Funding Grant Agreement 19 is required. Federal maximum share of 80%, with ridership, cost estimate, and cost control incentives. (SAFETEA-LU section 3011)

**5309 (SMALL STARTS)**

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Small Starts is a new discretionary grant program for public transportation capital projects that run along a dedicated corridor or a fixed guideway, have a total project cost of less than \$250 million, and are seeking less than \$75 million in Small Starts Program funding. The Small Starts program is a component of the New Starts program. (SAFETEA-LU section 3011)

**5310 (ELDERLY AND PERSONS WITH DISABILITIES)**

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5310 is a formula program that provides funding to states for capital projects to assist in meeting the needs of the elderly and persons with disabilities, and costs for contracted services for these needs. Eligibility for these funds extends beyond local public agencies under certain restrictions. The federal share is 80%. (SAFETEA-LU section 3012) The region has and will seek these funds to support regional transit operations.

**5311 (NON-URBANIZED AREA FORMULA)**

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This federal program supports transit activities in rural areas and communities with populations under 50,000. These funds are allocated to Iowa based on the number of persons living outside urbanized areas compared to other states. The federal share is 50%. The region has and will seek these funds to support regional transit operations.

**5311(B)(3) (RURAL TECHNICAL ASSISTANCE PROGRAM)**

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This federal program provides a source of funding to assist in the design and implementation of training and technical assistance programs and other support services tailored to meet the specific needs of transit operators in non-urbanized areas (less than 50,000 in population). The region has and will seek, as necessary, these funds to support training and continuing education for planning and transportation staffs.

**5314 (NATIONAL RESEARCH PROGRAM)**


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Grants for national research and technology programs. (SAFETEA-LU section 3046)

**5316 (JOB ACCESS AND REVERSE COMMUTE PROGRAM)**


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JARC is a formula program, based on the number of low-income persons, to provide transportation services so that welfare recipients and eligible low-income individuals can access jobs and job-related activities. Funding is subject to annual Congressional appropriation. The state is required to administer these funds competitively for areas with population under 200,000. Eligible sub-recipients include state and local governments, nonprofit organizations, and public transportation operators. Federal share is generally 80% for capital costs and 50% for operating costs. (SAFETEA-LU section 3018) The region may seek these funds to implement a commuter shuttle between Cedar Rapids and Iowa City.

**5317 (NEW FREEDOM)**


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New Freedom funding uses a formula based on population of persons with disabilities to provide improved public transportation services, and alternatives to public transportation, for people with disabilities, beyond those required by the Americans with Disabilities Act (ADA) or to continue existing service that exceeds ADA requirements. The state is required to administer these funds competitively for areas with population under 200,000. The federal share is 80% for capital and 50% for operating. (SAFETEA-LU section 3019) The region may seek these funds to complete a feasibility study for a Cedar Rapids to Iowa City shuttle.

**5339 (ALTERNATIVES ANALYSIS)**


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This program provides grants to develop alternatives analyses for potential New Starts projects. Federal share is 80%. (SAFETEA-LU section 3037)

**STATE OF IOWA TRANSIT FUNDS**


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The State of Iowa makes various funding opportunities available to assist local agencies and jurisdictions in providing transportation to those who need it most. Following is a discussion of each potential funding source:

**ICAAP (IOWA CLEAN AIR ATTAINMENT PROGRAM)**


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The federal government provides funds to all 50 states through the Congestion Mitigation and Air Quality (CMAQ) program. This program is designed to increase air quality in areas that fail to meet a federal standard for air quality. All of Iowa meets that standard and therefore funding from this program is awarded through IDOT on a competitive grant system that considers proposed projects on ability to reduce congestion or increase efficiency. The state share maximum is 80%.

**PTIG (PUBLIC TRANSIT INFRASTRUCTURE GRANT)**

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This program is designed to fund some of the vertical infrastructure needs of Iowa's transit systems. Applications are accepted as part of the annual Consolidated Transit Funding Applications. Projects can involve new construction, reconstruction or remodeling, but must include a vertical component to qualify. They are evaluated based on the anticipated benefits to transit, as well as the ability to have projects completed quickly. The infrastructure program participation in the cost of transit-related elements of a facility project is limited to 80% and cannot, in combination with federal funding, exceed that number. Also no single system can receive more than 40% of the available infrastructure funding in a given year.

**IOWA STA (STATE TRANSIT ASSISTANCE)**

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All Public transit systems are eligible for funding under the STA program. STA funding is derived from a dedicated portion (currently 1/20th) of the first four cents of the state use tax imposed on the sale of motor vehicles and accessory equipment. STA funds are provided to support public transit services and may be used for either operating or capital projects.

**STA FORMULA PROGRAM**

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The majority of the state transit assistance funds received in a fiscal year are distributed to individual transit systems on the basis of a formula using performance statistics from the most recent available year. Each month, the dollars received in the fund during the prior month are allocated to the transit agencies. These funds can be used by the public transit system for operating, capital or planning expenses related to the provision of open-to-the-public passenger transportation. The region has and will seek these funds to support the regional transit operation.

**STA SPECIAL PROJECTS**

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Each year up to \$300,000 of the total STA funds are set aside to fund special projects. These can include grants to individual systems to support transit services that are developed in conjunction with human service agencies, or statewide projects to improve public transit in Iowa through such means as technical training for transit system or planning agency personnel, statewide marketing campaigns, etc. STA Funds are considered an immediate opportunity program by the Iowa DOT, meaning that the funds can be applied for at any time of the year as an opportunity arises, provided that funding is still available. Projects are intended to assist with start-up of new services that have been identified as needs by health, employment or human service agencies participating in the Passenger Transportation Planning process. Most projects will fall within the \$5,000-\$25,000 range. Projects shall be for no more than one year, but a second year of funding can be applied for separately. Priority is given to projects that include



a contribution from human service agencies as well. The region may seek these funds to complete a regional travel-training program.

## LOCAL AND REGIONAL FUNDING OPTIONS

As mentioned previously, there are a number of ways local agencies can fund public transportation locally. The Iowa code allows for many internal options for municipalities and transit agencies. Following is a discussion of each potential local funding source:

### MUNICIPAL TRANSIT LEVY

Iowa law authorizes municipalities to levy up to 95 cents per \$1,000 assessed property valuation to support the cost of a public transit system. Most of Iowa's larger communities levy for support of their urban transit systems.

### REGIONAL TRANSIT LEVY

In 2005, the Iowa legislature authorized Iowa's two largest counties to form special taxing districts, under the control of the county, for support of area-wide public transit services. Once formed, adjacent counties can become part of the district, or municipalities in nonparticipating adjacent counties can join. The district can levy up to the 95 cents per \$1,000 assessed valuation; but, unlike the provisions in the municipal levy, the regional transit districts can set differing levy rates across their territory. As of July 2007, only Polk County has chosen to form a district, and has, so far, limited its geographic coverage to just their county. Nearly all municipalities within the county have opted to participate.

### GENERAL FUND LEVY

The cost of supporting transit services is an eligible use of general fund revenues for all Iowa governments and is the primary source of funding to support transit for counties who do not have the option of a transit levy, as well as for cities that chose not to use the transit levy.

## OTHER FUNDING SOURCES

### LOCAL OPTION SALES TAX (LOST)

The City of Washington provides 25% of its local option sales tax to Washington County Mini Bus for the operation of transit services. In FY 2008, the most recent year for which information is available, Mini Bus received \$166,688 from the local option sales tax proceeds.

## NON-DOT FEDERAL TRANSPORTATION SERVICE FUNDING PROGRAMS

In addition to the federal, state and local transportation funding listed above, the federal government also allows transportation as a provision in the following programs.

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**DEPARTMENT OF AGRICULTURE, FOOD AND NUTRITION SERVICE**

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Food Stamp Employment and Training Program

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**DEPARTMENT OF EDUCATION, OFFICE OF ELEMENTARY AND SECONDARY EDUCATION**

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21<sup>st</sup> Century Community Learning Centers

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**DEPARTMENT OF EDUCATION, OFFICE OF INNOVATION AND IMPROVEMENT**

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Voluntary Public School Choice

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**DEPARTMENT OF EDUCATION, OFFICE OF SPECIAL EDUCATION AND REHABILITATIVE SERVICES**

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Assistance for Education of All Children with Disabilities

Centers for Independent Living

Independent Living Services for Older Individuals Who Are Blind

Independent Living State Grants

Supported Employment Services for Individuals with Most Significant Disabilities

Vocational Rehabilitation

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**DEPARTMENT OF HEALTH AND HUMAN SERVICES, ADMINISTRATION FOR CHILDREN AND FAMILIES**

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Child Care and Development Fund

Community Services Block Grant Programs

Developmental Disabilities Projects of National Significance

Head Start

Refugee and Entrant Assistance

Social Services Block Grants

State Councils on Developmental Disabilities and Protection and Advocacy Systems

Temporary Assistance for Needy Families

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**DEPARTMENT OF HEALTH AND HUMAN SERVICES, ADMINISTRATION ON AGING**

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Grants for Supportive Services and Senior Centers

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**DEPARTMENT OF HEALTH AND HUMAN SERVICES, CENTERS FOR MEDICARE & MEDICAID SERVICES**

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Medicaid

State Children's Health Insurance Program

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**DEPARTMENT OF HEALTH AND HUMAN SERVICES, HEALTH RESOURCES AND SERVICES**

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Community Health Centers

Healthy Communities Access Program

Healthy Start Initiative  
HIV Care Formula Grants  
Maternal and Child Services Grants  
Rural Health Care, Rural Health Network

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**DEPARTMENT OF HEALTH AND HUMAN SERVICES, SUBSTANCE ABUSE AND MENTAL HEALTH SERVICES**

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Community Mental Health Services Block Grant  
Substance Abuse Prevention and Treatment Block Grant

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**DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT, OFFICE OF COMMUNITY PLANNING AND DEV**

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Community Development Block Grant  
Housing Opportunities for Persons with AIDS  
Supportive Housing Program

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**DEPARTMENT OF LABOR, EMPLOYMENT AND TRAINING ADMINISTRATION**

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Job Corps  
Migrant and Seasonal Farmworker  
Senior Community Service Employment Program  
Welfare-to-Work  
Work Incentive Grants  
Workforce Investment Act Adult Services Program, Dislocated Worker & Youth

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**DEPARTMENT OF LABOR, VETERANS EMPLOYMENT AND TRAINING SERVICE**

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Homeless Veterans' Reintegration Project  
Veterans' Employment Program

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**DEPARTMENT OF VETERANS' AFFAIRS, VETERANS HEALTH ADMINISTRATION**

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Veterans Medical Care Benefits

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**REGIONAL COMMUNITY FOUNDATIONS**

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**BENTON COUNTY COMMUNITY FOUNDATION**

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The Benton County Community Foundation is a local, non-profit, charitable affiliate of the Community Foundation of Northeast Iowa. Due to the generosity and vision of the Community Foundation of Northeast Iowa's donors, the Benton County Community Foundation was established to build stronger, healthier communities in Benton County. The foundation provides visionary leadership, effective grant-making and personalized endowment building services.

**GREATER CEDAR RAPIDS COMMUNITY FOUNDATION**

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The Greater Cedar Rapids Community Foundation exists to promote community philanthropy and to accept gifts to and make grants from the "community's endowment." The Foundation provides its donors and fund holders with the highest possible level of philanthropic stewardship and professional services. The Foundation is responsive to the ever-changing needs of Linn County's charitable sector and will continue to be a catalyst for solutions that have lasting impact.

**JONES COUNTY ENDOWMENT FUND**

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The Jones County Endowment Fund places priority on improving the economic well-being or quality of life of Jones County residents, improving educational opportunities, community capital improvements, promoting tourism and recreation, and maintaining Jones County heritage. Projects and programs must be located in Jones County. Religious organizations and entities are not eligible. Grant applications are due by Feb. 15, 2010.

**IOWA COUNTY COMMUNITY FOUNDATION**

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Like the Benton County Community Foundation, the Iowa County Community Foundation is a local, non-profit, charitable affiliate of the Community Foundation of Northeast Iowa. Due to the generosity and vision of its donors, the Community Foundation was established to build stronger, healthier communities in Iowa County today, and in the future. The foundation supports its donors and the communities it serves with visionary leadership, effective grant-making and personalized endowment building services.

**COMMUNITY FOUNDATION OF JOHNSON COUNTY**

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The Community Foundation of Johnson County provides a means to: contribute to specific organizations, general areas of concern or the common good; pool and manage endowment funds for local nonprofit organizations; and to distribute funds to benefit the greater good of the community.

**COMMUNITY FOUNDATION OF WASHINGTON COUNTY**

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The Community Foundation of Washington County is a charitable foundation created by and for local citizens to improve the quality of life in Washington County. The foundation helps donors make a positive, local and lasting impact within the serviced communities.

**COMMUNITY FOUNDATION OF CEDAR COUNTY**

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The Community Foundation of Cedar County is a charitable foundation created by and for local citizens to improve the quality of life in Cedar County communities. The foundation helps donors achieve their philanthropic goals by providing a variety of giving options with various areas of local focus.

**NATIONAL PNPs OCCASIONALLY FUND TRANSPORTATION****ALLSTATE FOUNDATION EDUCATION AND JOB TRAINING FUND**

Established to channel small grants to adult domestic violence survivors to help them achieve their educational and professional goals. Grants cover education, training and job-related expenses, and specifically lists public transportation costs.

**ANNIE E. CASEY FOUNDATION**

Primary mission is to foster public policies, human-service reforms, and community supports that more effectively meet the needs of today's vulnerable children and families. In pursuit of this goal, the Foundation makes grants that help states, cities, and neighborhoods fashion more innovative, cost-effective responses to these needs.

**BEVERLY FOUNDATION**

Provide resources on programs for older adults, including a guide to establishing a volunteer driver program.

**BLINDED VETERANS FOUNDATION**

Regional offices will provide transportation assistance to access medical care. Provides referrals to community resources designed for people with visual impairments.

**COLIN HIGGINS FOUNDATION**

Provides grants to nonprofits in small cities and rural areas with HIV/AIDS prevention and service programs focusing on youth and underserved/low-income communities.

**CONSERVATION LAW FOUNDATION**

Promotes public transit as part of smart growth program initiatives to provide safe, viable transportation options.

**EPILEPSY FOUNDATION**

Provides grants to promote independence to those with epilepsy.

**FOUNDATION AIDING THE ELDERLY**

Seeks to protect the elderly in their remaining years by initiating advocacy action to improve the supervision and care of the elderly.

**LOGISTICARE FOUNDATION**

The foundation's mission is to increase access to transportation for senior citizens, persons with disabilities and persons living in poverty. The foundation gives funding priority to projects in transportation.

### NATIONAL VETERANS FOUNDATION

Solicits donations to offer transportation passes and vouchers for veterans to help low and fixed-income veterans with the localized transportation services to get to the hospital or their place of employment.

### THE NATIONAL FUND FOR WORKFORCE SOLUTIONS

A public/private funding collaborative that aims to strengthen and expand regional workforce partnerships.

### PROJECTED FUNDING

*Projected funding for FY 2011-2015 is noted in the table below. This includes funding for the projects identified in the comprehensive needs assessment.*

**TABLE 14: PROJECTED CAPITAL AND OPERATING FUNDS, FY 2011-2015**

Funding Source	FY 2011	FY 2012	FY 2013	FY 2014	FY 2015
5309	\$1,469,900	\$963,364	\$663,420	\$613,502	\$1,260,287
FTA 5310/5311	\$528,594	\$518,500	\$539,200	\$560,700	\$583,100
STA	\$392,067	\$407,750	\$424,000	\$441,000	\$458,700
STA Special Projects	\$0	\$0	\$0	\$0	\$0
STP	\$0	\$0	\$0	\$0	\$0
Local Funding	\$2,477,563	\$2,347,929	\$2,298,230	\$2,374,345	\$2,596,989
JARC	\$0	\$0	\$0	\$0	\$0
New Freedom 5317	\$57,136	\$225,821	\$61,798	\$64,270	\$66,841
LOST	\$170,000	\$170,000	\$170,000	\$170,000	\$170,000
<b>Total</b>	<b>\$5,095,260</b>	<b>\$4,633,364</b>	<b>\$4,156,648</b>	<b>\$4,223,817</b>	<b>\$5,135,917</b>

Source: ECICOG Transportation Services

Note that the LOST (Local Option Sales Tax) listed in the above table is specific to Washington County, and is not included in the fiscal year funding tables included in Section 5: Recommended Projects. Thus, each annual total in the table above is \$170,000 greater than the total for that respective year in the Recommended Program.

## SECTION 5: RECOMMENDED PROJECTS

### RECOMMENDED PROGRAM

The following projects have been approved for the first year program and the additional four-year sketch plan. These projects are presented in table form, including a brief description, their estimated cost and projected funding source(s). Following the program and sketch plans, a justification is provided for each noted project.

**TABLE 15: YEAR 1 PROGRAM, FY 2011**

Project Number	Investment	Fund	Total Cost	Federal Cost	State Cost	Local Cost
1	Operations	5311/5310/STA	\$2,700,000	\$495,990	\$392,067	\$1,811,943
2	Planning	5310/5311	\$158,800	\$32,604	\$0	\$126,196
3	Mobility Manager Position	New Freedom	\$88,060	\$57,136	\$0	\$30,924
4	PC Replacement	5309	\$5,000	\$4,000	\$0	\$1,000
5	Dual-sided Transit Routes Map		\$5,000	\$0	\$0	\$5,000
6	Vanpool/Carpool Software-ITS		\$200,000	\$0	\$0	\$200,000
7	Radio & Repeater Replacements	5309	\$62,400	\$49,920	\$0	\$12,480
8	Replace 3 LDB (138" wb)	5309	\$201,000	\$166,830	\$0	\$34,170
9	Replace 3 LDB (158" wb)	5309	\$207,000	\$171,810	\$0	\$35,190
10	Replace 4 LDB (176" wb)	5309	\$296,000	\$245,680	\$0	\$50,320
11	Replace 6 Mini Van	5309	\$252,000	\$209,160	\$0	\$42,840
12	Replace 3 MDB (32" Diesel	5309	\$750,000	\$622,500	\$0	\$127,500
<b>Total</b>			<b>\$4,925,260</b>	<b>\$2,055,630</b>	<b>\$392,067</b>	<b>\$2,477,563</b>

**TABLE 16: YEAR 2 PROGRAM – FY 2012**

Project Number	Investment	Fund	Total Cost	Federal Cost	State Cost	Local Cost
13	Operations	5310/5311/STA	\$2,808,000	\$484,600	\$407,750	\$1,915,000
14	Planning	P5311/SPR	\$165,100	\$33,900	\$0	\$131,200
15	Mobility Manager Position	New Freedom	\$91,582	\$59,421	\$0	\$32,161
16	Travel Training	New Freedom	\$50,000	\$40,000	\$0	\$10,000
17	Transportation Forum		\$8,000	\$6,400	\$0	\$1,600
18	Train-the-trainer		\$30,000	\$0	\$0	\$30,000
19	Service Expansion to Rural	New Freedom	\$150,000	\$120,000	\$0	\$30,000
20	Replace 3 LDB (138" wb)	5309	\$209,040	\$173,503	\$0	\$35,537
21	Replace 2 MDB-32'	5309	\$312,000	\$258,960	\$0	\$53,040
22	Replace 1 Mini Van	5309	\$43,680	\$36,254	\$0	\$7,426
23	Replace 6 LDB (158" wb)	5309	\$442,042	\$366,894	\$0	\$75,148
24	Replace 2 LDB (176" wb)	5309	\$153,920	\$127,753	\$0	\$26,167
<b>Total</b>			<b>\$4,463,364</b>	<b>\$1,707,685</b>	<b>\$407,750</b>	<b>\$2,347,279</b>

**TABLE 17: YEAR 3 PROGRAM – FY 2013**

Project Number	Investment	Fund	Total Cost	Federal Cost	State Cost	Local Cost
25	Operations	5310/5311/STA	\$2,920,300	\$504,000	\$424,000	\$1,992,300
26	Planning	5311/5310	\$171,800	\$35,200	\$0	\$136,600
27	Mobility Manager	New Freedom	\$95,245	\$61,798	\$0	\$33,447
28	Replace 3 MDB 32'	5309	\$486,720	\$403,977	\$0	\$82,743
29	Replace 4 LDB (176"wb)	5309	\$240,116	\$199,296	\$0	\$40,820
30	Replace 1 LDB (138"wb)	5309	\$72,467	\$60,147	\$0	\$12,320
<b>Total</b>			<b>\$3,986,648</b>	<b>\$1,264,418</b>	<b>\$424,000</b>	<b>\$2,298,230</b>



TABLE 18: YEAR 4 PROGRAM – FY 2014

Project Number	Investment	Fund	Total Cost	Federal Cost	State Cost	Local Cost
31	Operations	5310/5311/ STA	\$3,037,000	\$524,000	\$441,000	\$2,072,000
32	Planning	5311/5310	\$178,600	\$36,700	\$0	\$141,900
33	Mobility Manager Position	New Freedom	\$99,055	\$64,270	\$0	\$34,785
34	Replace 1 LDB (138" wb)	5309	\$74,366	\$61,723	\$0	\$12,643
35	Replace 1 LDB (158" wb)	5309	\$77,616	\$64,421	\$0	\$13,195
36	Replace 5 LDB (176" wb)- Diesel	5309	\$249,720	\$207,267	\$0	\$42,453
37	Replace 2 MDB-32'	5309	\$337,460	\$280,091	\$0	\$57,369
<b>Total</b>			<b>\$4,053,817</b>	<b>\$1,238,472</b>	<b>\$441,000</b>	<b>\$2,374,345</b>

TABLE 19: YEAR 5 PROGRAM – FY 2015

Project Number	Investment	Fund	Total Cost	Federal Cost	State Cost	Local Cost
38	Operations	5310/5311/ STA	\$3,158,600	\$545,000	\$458,700	\$2,154,900
39	Planning	5311/5310	\$185,800	\$147,700	\$0	\$38,100
40	Mobility Manager Position	New Freedom	\$103,017	\$66,841	\$0	\$36,176
41	Replace 6 Mini Vans	5309	\$294,800	\$244,687	\$0	\$50,113
42	Replace 4 LDB (176" wb)	5309	\$346,300	\$287,400	\$0	\$58,900
43	Replace 5 MDB-32'	5309	\$877,400	\$728,200	\$0	\$149,200
<b>Total</b>			<b>\$4,965,917</b>	<b>\$2,019,828</b>	<b>\$458,700</b>	<b>\$2,487,389</b>

## APPENDIX 1: MOBILITY MANAGER JOB DESCRIPTION

### POSITION AVAILABLE

#### Mobility Manager

**Duties:** The purpose of the position is coordinate transportation services provided throughout the Cedar Rapids metropolitan area and six-county regional area in order to improve overall mobility, with improvements for elderly or low-income persons, and persons with disabilities. The position provides the opportunity to interact with experienced professionals in a variety of fields. This position is under the general supervision of the executive director, and receives direction from other planning staff. Duties include, but are not limited to:

- Prepare the Passenger Transportation Development Plan (PTDP) and subsequent annual updates
- Develop a coordination program for human service transportation by collaborating with community organizations that provide such services throughout the six-county region to:
  1. Research needs and demands of users
  2. Review regulatory processes
  3. Facilitate communications between agencies
  4. Develop incentives to encourage agency participation as needed
- Strengthen the network of human service providers in the six-county area while supporting the identity of each provider in order to provide increased mobility in the region
  1. Investigate the role of a joint call and scheduling center
  2. Develop common and accurate reporting systems as needed
  3. Research a system for shared use vehicles
  4. Investigate a system of shared resources, including vehicle maintenance, sharing of backup vehicles, and cost saving fuel options
- Develop educational programs
  1. Rider training materials
  2. Travel trainer program
  3. Community forums
- Establish provision of alternate services, such as volunteer drivers, carpooling, vanpooling and mobility training in order to meet the diverse human service transportation needs
- Research and test potential ITS applications
- Maintain communication with appropriate local, state, and federal agencies, as well as private interests

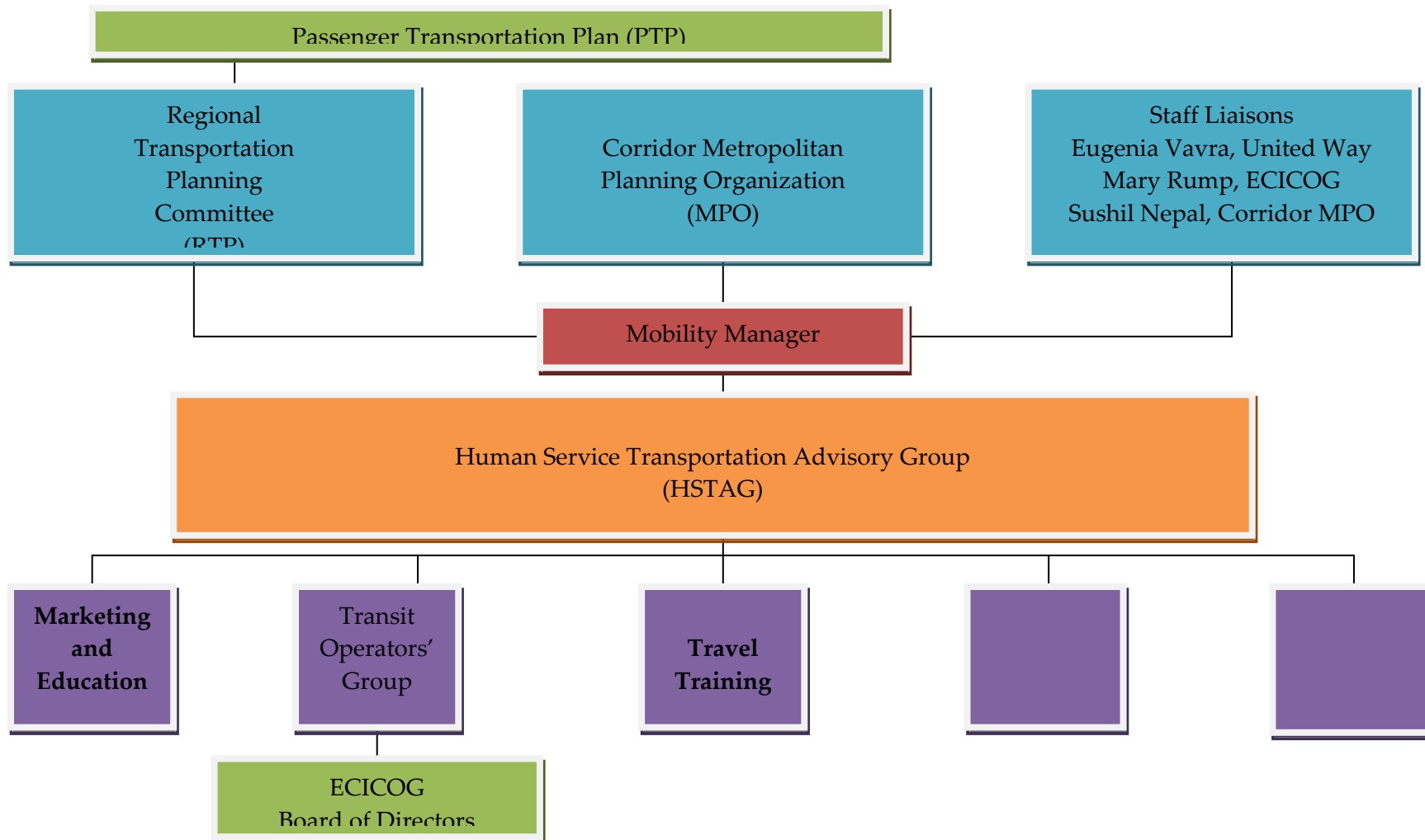
- Prepare and/or assist with funding proposals and program administration for programs to generate additional resources
- Assist other transportation planning staff
- Provide staff support to planning and advisory committees
- Make presentations to a variety of groups, organizations, boards, and committees
- Complete other job-related duties as requested by the executive director

**Qualifications:** BA or BS and three years of experience, or MA or MS and one year of experience in: planning, public administration, social work, marketing, or a related field. Knowledge of principles and practices of public planning, public transit, human services, or a related field, and an understanding of local governments and elected leadership are desirable. Skills should include:

- computer skills including word processing, spreadsheets, and presentation software
- ability to track and coordinate multiple activities/tasks
- ability to work with elected officials and a variety of organizations
- ability to communicate effectively, orally and in writing
- capacity to analyze and identify trends from statistical and other data
- capacity to create programs that will achieve identified goals

**Salary:** Low \$40,000s, with benefits

## APPENDIX 2: FLOWCHART



## APPENDIX 3: MEETING MINUTES

### HSTAG MARKETING AND EDUCATION

Human Service Transportation Advisory Group

Tuesday, January 20, 2009

United Way, 1030 5<sup>th</sup> Ave. S.E.

#### Present

Eugenia Vavra, United Way of East Central Iowa

Teresa Robinson, Aging Services

Jonathan Ice, Iowa Department of the Blind

Sushil Nepal, Corridor MPO

Gina Johnson, East Central Iowa Council of Governments

Linda Homan, Linn County General Assistance

Mary Rump, East Central Iowa Council of Governments

Ryan Bobst, Intern, United Way of East Central Iowa

Ron Rath, AARP

Barbara Hoffman, RSVP

Kathi Moss, Horizons

Reggie Ancelet, Options

Mary Shedek, Linn Community Care

Heather Ehlers, Linn Community Care

Neal Currell, Linn Community Care

#### Welcome

Gina Johnson called the meeting to order at 10:05 a.m. Introductions were made.

#### Passenger Transportation Development Plan 2008, (PTDP) - Needs and Progress

Sushil Nepal explained the PTDP, specifically the needs section of this document. The 2008 PTDP needs section was passed for review. Gina Johnson spoke of the progress and accomplishments our HSTAG has accomplished in the two years we've been meeting, including:

NTS Youth Shuttles: collaboration with the Bridge, Harambee House and Young Parents Network

NTS-IWD: collaboration which transports people to Iowa City from Cedar Rapids one week out of the month (open to the public, see attached schedule)

Successful Transportation Forum in May 2008

Mobility Management training by Community Transportation Association of America and United We Ride in May 2008

Hired a regional Mobility Manager in November of 2008

Small group traveled to Washington DC to the Institute for Transportation Coordination in August 2007

Maintained our existing public transit fleets

Continued dialogue with 211 to explore using this as a transportation one-call center

Review of Needs Assessment Surveys and Group Activity to Prioritize Needs

Copies of the results of Sushil Nepal's online needs assessment survey and Gina Johnson's one-on-one needs assessment survey were distributed and reviewed (attachments included). Large post-it sheets with these needs listed were hung on the wall and the group was asked to, with 5 different color stickers, identify their Top 5 needs. Each need was weighted by the color and number of stickers it received: i.e. red=5, orange=4, green=3, yellow=2 and small green=1. Following is the list of needs awarded points by this group with this method:

Need to expand, explore and improve transportation services and options to low-income workers-**34 points** (this point value is a combination of points assigned to Sushil's and Gina's identified low-income worker need)

Need for more marketing of transportation information and make information easier to access-**33 points**

Need to improve transportation to the general public by extending hours of bus services (weekday and weekend)-**25 points**

Need to maintain and expand services in the rural area (rural Linn & Johnson), Benton, Jones, Washington and Iowa-**16 points**

Need to improve transportation to medical and dental appointments-**12 points**

Need to improve transportation to employment, shopping, medical and other needs-**12 points**

Need to expand, explore and improve transportation services and options to elderly-**11 points**

Need to improve door-to-door services to the disabled population-**5 points**

Need to work to make policy changes and to involve local governments-**4 points**

Need to maintain and expand existing services in the metro area (Cedar Rapids, Hiawatha and Marion)-**4 points**

Need to have more public, driver and service transportation education-**2 points**

Need more bus shelters and cleaner buses-**2 points**

Need a higher frequency of bus routes-**1 point**

Need to expand, explore and improve transportation services and options to youth-**1 point**

### **Small Group and Leader Identification**

The small group sign-up list was passed today and at our last HSTAG meeting. It was suggested that these small groups meet at least two times in the coming months, before our scheduled quarterly HSTAG meeting on Wednesday, April 8. Gina will be emailing members of each small group to arrange a first meeting and will attend each group's first meeting. Following is the list with the leader in CAPS and listed first:

Community Awareness-Transportation

ANN HEARN

Kay Fisk

Heather Armstrong

Steve Nylin

Cross-County Transportation

DENNY SCHRECKENGAST

Carlos Vega

Bill Hoekstra

Reggie Ancelet

Elderly Transportation

TERESA ROBINSON

Bill Hoekstra

Chris Juett

Barbara Hoffman

Myrt Bowers

Disabled Transportation

CHERIE CLARK & RON RATH

Chris Juett

Tom Doermann

Shannon Jamison

Jonathan Ice

Non-emergency Medical Transportation

EUGENIA VAVRA

Neal Currell

Mike Barnhart

Youth Transportation

MIKE BARNHART

Chris Juett

Heather Armstrong  
Henry Davidson  
John Tursi  
Corrections Transportation  
BILL HOEKSTRA  
Heather Armstrong  
Other Transportation  
Kathi Moss     Dusty Noble  
Linda Homan     Jesse Hurley  
Lisa Bender  
Iowa City Shuttle Dates

A list was compiled and shared that builds on NTS/IWD one week out of each month shuttle to Iowa City. Jonathan Ice shared that the Burlington Line that leaves the Cedar Rapids Airport to Iowa City doesn't connect well with the Cedar Rapids/Metro Bus route. Please see Iowa City Shuttle attachment and share with any coworkers or clients.

#### New Business

It was mentioned that NTS has scheduled a fundraiser on February 27 at the Clarion Hotel. Call Mike or Kay at NTS with questions at 286-5725.

Gina Johnson mentioned that the Cedar Rapids/Metro Bus extended its service by almost an hour later in August of 2008. Sushil Nepal stated that the city and the Corridor MPO are also exploring options related to satellite bus stations in which there could be more options in transferring.

Gina Johnson had submitted an application for an Easter Seals Project ACTION one-day, individualized "train-the-trainer" initiative. She announced that our HSTAG was selected to receive this individualized training as a distance-learning event. This event is scheduled for Wednesday, March 18. More information to come!

Kathi Moss presented information about the Ways to Work program. This program was scheduled for "kick off" right before the flood and has been on the back burner while Horizons was displaced. Back in their building, Kathi states they are ready to move ahead and encouraged referrals to this program. Loan and eligibility criteria are attached. Kathi also asked for volunteers to form a second Volunteer Loan Committee. Please call Kathi at 398-3576 if interested.

Mary Rump and Gina Johnson talked about a United We Ride Coordination Grant we are considering applying for. Some grant ideas were discussed including: creating a "brand" that represents our group and its mission, developing a 4-tiered educational/informational resource for regional mobility and transportation options which could include a trifold brochure, a



booklet of all regional transportation resources, a web-based transportation information station and continued coordination with 211 to move toward creating a one-call transportation center. We also discussed the possibility of including disaster recovery information and how it relates to transportation in the grant.

Linda Homan suggested we look at Potawattemee County's travel website at [www.countyconnection.org](http://www.countyconnection.org). Linda thinks it has some nice features and may be a resource in terms of ideas for what we may want in a mobility website.

See you on April 8 if not before,

Gina Johnson  
Mobility Manager

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**Human Services Transportation  
Marketing & Education Committee**

1:00 PM, Thursday, February 19, 2009  
ECICOG Conference Room

**PRESENT:** Kay Fisk, NTS  
Ann Hearn, Linn County Community Services  
Gina Johnson, ECICOG  
Steve Nylin, Young Parents Network

**CALL TO ORDER & INTRODUCTIONS**

Gina Johnson welcomed those present. Introductions were not necessary.

The Marketing & Education Committee (formerly the Community Awareness Committee) has not met since the flood. In fact, the last meeting focused on the Transportation Forum and Mobility Management Training held last spring.

Gina asked Kay Fisk to share information about the NTS fundraiser scheduled for Friday, February 27, 2009. NTS is sponsoring a "Texas Hold 'Em – Casino "Chip-in" at the Clarion Hotel.

**ACTIVITIES UPDATE**

Gina Johnson reported that she had applied for a “United We Ride” grant in the amount of \$35,000, through the Iowa Department of Transportation. Some of the activities in the grant focus on marketing and include development of a brochure, web site and resource handbook for the 6-county area. In addition, a “Train-the-trainer” program for direct services staff (to provide an expert on mobility management in each agency) and “Travel Training” for customers and community partners are also incorporated in the application. ECICOG expects to hear in mid-March if the grant is funded. She will forward a copy of the application to Committee members.

In addition, she had applied for a Project Action “Communities on the Move” training. She noted that this region had qualified for a video-conferencing event to be held on March 18<sup>th</sup>. Up to 7.5 hours of training can be provided. Committee members discussed the following relative to this training:

Who should be invited? [Note: There is a limit of 35 persons.]

Where the training should be held?

What education modules to include?

It was agreed that regional transit providers, representatives from groups focusing on disability advocacy (i.e.: PADS, CPD), CPCs and Public Health Department representatives from throughout the region, HS-TAG members and persons with disabilities should be invited to the training. [Gina agreed to check with Project Action to determine if more than 35 could attend the event since it was a videoconference rather than a person to person training.]

The South Slope facility in North Liberty, the new Johnson County SEATS facility in Iowa City and Horizons in Cedar Rapids were discussed as possible locations for the training. The first two sites may be more centralized within the region. Gina Johnson will check on the availability of the first two sites, while Kay Fisk agreed to follow-up with Horizons.

Committee members examined a listing of the education modules available and recommended the following:

Introduction (REQUIRED) – 15 minutes

Ongoing Support, Commitments, and Evaluation (REQUIRED) – 30 minutes

ADA Questions and Answers – 30 minutes

Sensitivity Training – 45 minutes

Strategies for Implementing Bus Familiarization & Travel Training – 45 minutes

The Accessible Mobility Experience – 60 minutes

Coordinated Human Service Transportation Networks – 30 minutes

Paratransit Eligibility – 45 minutes

The Truth about Fixed Route and Paratransit – 30 minutes

How to Minimize Risks in Travel Training Programs – 45 minutes

Serving on a Transportation Advisory Committee – 15 minutes.

[These modules represent 6.5 hours of training.]

It was recommended that “like” modules be grouped together if possible, with a focus on ADA related sessions in the morning. [Gina Johnson agreed to check with Project Action staff to determine whether or not we could develop our own agenda.]

#### OTHER BUSINESS

**Gina Johnson shared a “Mobility Matters” Newsletter developed by the Des Moines Metro Planning Organization. Committee members agreed that it was very nice, but concerned about the amount of work that it might require!**

#### SCHEDULE NEXT MEETING

The next meeting of the Marketing & Education Committee of the Human Services Transportation Advisory Group was scheduled for **1:30 PM on Wednesday, March 11, 2009 at the ECICOG Offices, 700 16<sup>th</sup> Street NE, Suite 301.** The purpose of that meeting will be to finalize details for the “Communities on the Move” training.

There being no other business, the meeting was adjourned at approximately 2:20 PM.

Respectfully submitted,  
*Ann Hearn*, Recorder

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**Human Services Transportation  
Marketing & Education Committee**  
10:30 AM, Friday, March 13, 2009  
ECICOG Conference Room

**PRESENT:** Kay Fisk, NTS  
Ann Hearn, Linn County Community Services  
Gina Johnson, ECICOG  
Steve Nylin, Young Parents Network

#### CALL TO ORDER & INTRODUCTIONS

Ann Hearn welcomed those present. Introductions were not necessary.

The Minutes of the 2/19/09 Meeting were approved as mailed.

#### “COMMUNITIES ON THE MOVE” TRAINING

Gina Johnson shared the following updates regarding the Project Action “Communities on the Move” video-conference training planned for March 18<sup>th</sup> at Johnson County SEATS:

Twenty-five (25) persons have registered to date!

There are a good mix of transit, human service and disability advocates registered from throughout the region.

“Nick” from Johnson County SEATS will be available to provide “technical support” throughout the conference.

Project Action established the Agenda for the day, based on the availability of their three trainers.

Project Action will provide all handouts.

Gina will send out directions to Johnson County SEATS, along with parking instructions.

ECICOG will supply a flip-chart, markers, note paper & writing implements, as well as coffee, bottled water and soda, rolls and snacks to munch on throughout the day.

An opportunity for those in attendance to purchase a box lunch will be provided. A map of area sandwich shops will also be included.

LIFTS will be offering transportation from Cedar Rapids. Anyone needing transportation should contact LIFTS to arrange it.

Committee members reviewed the day’s Agenda. The event will begin with a “Treasure Hunt,” which is a brief “ice-breaker” or “mixer.” It was recommended that Gina develop “packets” of materials for everyone who attends. That way, if someone cannot stay for the entire training, they’ll be able to review the handouts for the sessions they missed.

#### OTHER BUSINESS

**Gina Johnson attended an Interagency Transportation Coordination Council meeting yesterday in Des Moines and shared information about our efforts.**

#### SCHEDULE NEXT MEETING

The next meeting of the Marketing & Education Committee of the Human Services Transportation Advisory Group was scheduled for **10:30 AM on Monday, April 6, 2009 at the ECICOG Offices, 700 16<sup>th</sup> Street NE, Suite 301.** The primary purpose of that meeting will be to evaluate the “Communities on the Move” training.

There being no other business, the meeting was adjourned at approximately 11:28 AM.

Respectfully submitted,

*Ann Hearn*, Recorder

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**Human Services Transportation**

## **Marketing & Education Committee**

10:30 AM, Monday, April 6, 2009

ECICOG Conference Room

**PRESENT:** Kay Fisk, NTS  
Ann Hearn, Linn County Community Services  
Gina Johnson, ECICOG  
Steve Nylin, Young Parents Network

## **CALL TO ORDER & INTRODUCTIONS**

Ann Hearn welcomed those present. No introductions were necessary.

The Minutes of the 3/13/09 Meeting were approved as mailed.

## **“COMMUNITIES ON THE MOVE” TRAINING**

Committee members shared the following feedback regarding the Project Action “Communities on the Move” video-conference training held on March 18<sup>th</sup> at Johnson County SEATS:

Twenty of the twenty-six persons that registered attended the training!

Evaluations did not include a lot of written feedback other than the guest speaker in the afternoon was a bit long!

The morning sessions were especially well-received.

Project Action staff were pleased with the outcomes and interactions within the small group sessions, but agreed that a shorter training (i.e.: ¾ of a day) might have worked better.

Additional transit education needs that were identified at the training included: training of individuals in the use of fixed route systems. One of the current barriers to this is the lack of transit system maps in Cedar Rapids.

Another issue that was discussed at the training was “ADA Eligibility Guidelines” for para-transit. Johnson County SEATS has developed specific guidelines, but Linn County Lifts has no specific guidelines, which has created issues for persons with disabilities in need of rides.

## **GRANTS UPDATE**

Gina Johnson shared the following update regarding the grants she had submitted or considered submitting:

United We Ride received approximately two dozen applications in its latest grant cycle. Review panels are currently being formed. Funding decisions should be made in early June. If funded, this grant would focus on the development of a brochure, web site and resource handbook for the 6-county area, include a “Train-the-trainer” program to help provide an expert on mobility

management in local human service agencies, and offer “Travel Training” for customers and community partners.

There was not enough interest in the “Senior Transportation Training” to submit a proposal.

The “Travel Training” application she had submitted was not funded; however, there should be an opportunity to re-apply at a later date.

### **ADA ELIGIBILITY ISSUES**

As noted earlier, there was a great deal of discussion about this topic at the Project Action “Communities on the Move” Training. Gina Johnson sent Brad DeBrower an email following the training to let him know that there is a local group interested in developing ADA Eligibility Guidelines. Brad DeBrower replied that he would welcome such a discussion. This topic appears to be emerging as a high-interest item across subcommittees.

### **AGENDA FOR APRIL HSTAG LARGE GROUP MEETING**

Gina Johnson shared the Tentative Agenda for the HSTAG Large Group Meeting scheduled for 4/8/09. Committee members offered feedback.

### **VISION & MISSION STATEMENT**

Gina Johnson shared two Vision / Mission statements that had been crafted at one of the large group sessions several months ago. Because the HSTAG membership has “evolved” over time, it was suggested that she present these options to the group for its consideration and determine whether anyone had any strong feelings about adopting one of them or developing a new one. Committee members agreed that a lot of time could be spent developing a mission statement and that often it works best to vote on the options presented. It was noted that the Marketing & Education Committee might be the one to “tweak” these statements, as it will need to have a Vision and Mission Statement to use in the brochure.

### **OTHER BUSINESS**

There was no “Other Business.”

### **SCHEDULE NEXT MEETING**

The next meeting of the Marketing & Education Committee of the Human Services Transportation Advisory Group was scheduled for **1:00 PM on Monday, May 4, 2009 at the ECICOG Offices, 700 16<sup>th</sup> Street NE, Suite 301.**

The primary purpose of that meeting will be to begin development of a brochure.

There being no other business, the meeting was adjourned at approximately 11:17 AM.

Respectfully submitted,  
*Ann Hearn*, Recorder

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**Human Services Transportation  
Marketing & Education Committee**

1:00 PM, Monday, May 4, 2009

ECICOG Offices

**PRESENT:** Kay Fisk, NTS  
Ann Hearn, Linn County Community Services  
Gina Johnson, ECICOG

**ABSENT:** Steve Nylin, Young Parents Network

**CALL TO ORDER & INTRODUCTIONS**

Ann Hearn welcomed those present. No introductions were necessary.

The Minutes of the 4/6/09 Meeting were approved as mailed.

**VISION & MISSION STATEMENT**

Ann Hearn noted that the primary purpose of the meeting was to finalize DRAFTS of the Vision and Mission Statements for distribution to HS-TAG (large group).

The Committee began by reviewing a handout from Chris Juett regarding a Vision and Mission mapping exercise. The questions for consideration included:

- 1) Who are we? (Program's Identity)
- 2) Why are we? (Program Purpose, Present State and Capabilities)
- 3) Where are we going? (Future; should provide inspiration for staff and others to help develop the Vision).

Ann Hearn also referenced a template that she has used to develop Mission Statements, which includes the following items:

- 1) Who We Are (Identity)
- 2) What We Do (Our Purpose)
- 3) Who We Do It For? (Population Served)
- 4) Why We Do It (Our Values)
- 5) How We Do It (Our Business).

The Committee used a combination of these tools in its work to develop Mission and Vision Statements, asking and answering the following questions:

WHO we are:

*Human Services Transportation Advisory Group or "HS-TAG"*

WHERE we do it:

*East Central Iowa, Six-County Region of Benton, Iowa, Johnson, Jones, Linn & Washington Counties*

WHAT we do:

*Provide transportation*

Who WE SERVE:

*General public, with an emphasis on elderly, low-income and persons with disabilities*

HOW we do it:

*Coordinate existing transportation services in a convenient, affordable, efficient manner*

WHY we do it:

*To enhance participants' quality of life, promote independence and choices and remove barriers.*

Each committee member present developed one Mission and one Vision statement for the group's consideration. (SEE ATTACHED ADDENDUM.) After discussing each statement the group decided by consensus to recommend the following Mission & Vision statements:

***Mission Statement***

*The mission of the Human Services Transportation Advisory Group is to remove barriers to transportation by coordinating convenient, reliable, affordable transportation services to the residents of Benton, Iowa, Johnson, Jones, Linn and Washington counties.*

***Vision Statement***

*Residents receive the transportation services they need to promote their independence and enhance their quality of life through a variety of transportation options.*

**OTHER BUSINESS**

There was no "Other Business."

**SCHEDULE NEXT MEETING**

The next meeting of the Marketing & Education Committee of the Human Services Transportation Advisory Group was scheduled for **9:00 AM on Monday, June 8, 2009 at the ECICOG Offices, 700 16<sup>th</sup> Street NE, Suite 301.**

There being no other business, the meeting was adjourned at approximately 2:05 PM.

Respectfully submitted,

***Ann Hearn***, Recorder



**Human Services Transportation  
Marketing & Education Committee**

9:00 AM, Monday, June 8, 2009

ECICOG Offices

**PRESENT:** Kay Fisk, NTS  
Ann Hearn, Linn County Community Services  
Gina Johnson, ECICOG  
Steve Nylin, Young Parents Network

**CALL TO ORDER & INTRODUCTIONS**

Ann Hearn welcomed those present. No introductions were necessary.

The Minutes of the 5/4/09 Meeting were approved as mailed.

**MISSION & VISION STATEMENT**

Gina Johnson reported that she had received a suggestion from HSTAG staff liaisons to tack the following phrase onto the end of the mission statement: *"and surrounding communities,"* because some of the providers operate in other counties (i.e.: Cedar), as well. Committee members were amenable to making this change. The REVISED Mission statement reads:

***Mission Statement***

*The mission of the Human Services Transportation Advisory Group is to remove barriers to transportation by coordinating convenient, reliable, affordable transportation services to the residents of Benton, Iowa, Johnson, Jones, Linn, and Washington counties and the surrounding communities.*

There were no changes to the Vision Statement.

***Vision Statement***

*Residents receive the transportation services they need to promote their independence and enhance their quality of life through a variety of transportation options.*

Gina will send the Mission & Vision statements out to the large HSTAG group for comment.

**COMMUNICATION METHODS**

Gina asked for Committee members' opinions about the best ways to communicate with the large group. It has been recommended that Gina establish a BLOG. Comments shared in the discussion that followed included:

While a BLOG offers another method for communication, it would NOT be an effective way to reach all members. (Some Committee members indicated that they would not use a BLOG at all!)

Using a BLOG is not highly recommended for important information.

Email is probably the most effective way to reach members; however, it is important that emails are not too numerous or too lengthy or they will lose their effectiveness.

## **BROCHURE**

Gina Johnson reported that she is still waiting to hear whether or not the “United We Ride” grant is funded. If funded that grant would help cover the costs of developing a brochure. Committee members discussed the following topics relative to the brochure:

### Targeted Audiences

Participants

Service Providers

Elected Officials (City Councils, Boards of Supervisors, etc.)

### Messages to Include

Who we are – who’s involved (principal partners)

How we came together – our history

Our mission, vision and strategic goals

Ways to contribute & participate

Contact information

### Branding/Logo

The need for a “brand” or logo was identified. Gina will contact Mount Mercy and Kirkwood about the possibility of having students design a logo or develop the one proposed at the training the Washington DC: “Increased Mobility...Endless Possibilities” over a rolling ~ highway!

## **LETTERS TO ELECTED OFFICIALS**

This will be postponed until we have a completed brochure.

## **GREATER CEDAR RAPIDS COMMUNITY FOUNDATION GRANT**

Gina Johnson noted that the Greater Cedar Rapids Community Foundation has an organizational development grant available that could cover: “Developing a marketing plan to build future sustainability.” The only concern is that applicants need to be a 501 (c) 3 and HSTAG is not.

## **OTHER BUSINESS**

Gina Johnson shared materials from the “Transportation Toolkit for the Business Community” that she had learned about at a previous CTAA Training. These materials are available online at the CTAA website.

#### SCHEDULE NEXT MEETING

The next meeting of the Marketing & Education Committee of the Human Services Transportation Advisory Group will be scheduled as needed.

There being no other business, the meeting was adjourned at approximately 10:00 AM.

Respectfully submitted, *Ann Hearn*, Recorder

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#### **Human Services Transportation**

#### **Marketing & Education Committee**

3:30 PM, Wednesday, August 19, 2009

ECICOG Offices

**PRESENT:** Ann Hearn, Linn County Community Services  
Gina Johnson, ECICOG

**ABSENT:** Kay Fisk, NTS

#### **REVIEW DRAFT HSTAG BROCHURE**

Gina Johnson shared a DRAFT HSTAG Brochure, which incorporates the “Increased Mobility...Endless Possibility” logo over a rolling ~ highway. Comments received from Executive Committee members regarding the brochure were also discussed, including a revision to the language in the History section and some formatting suggestions. Ann Hearn reviewed the brochure and made a few minor recommendations regarding wording in the description of HSTAG on the front side of the brochure and Mobility Management and 2009 – 2010 Goals on the back of the brochure.

#### **REVIEW DRAFT HSTAG INTRODUCTORY LETTER**

Gina Johnson also shared a DRAFT HSTAG letter of introduction which was reviewed. Ann Hearn stated that she thought the letter was very appropriate and only had one minor suggestion.

Gina Johnson agreed to make the changes to the brochure and letter as recommended, and to send out the revised documents to the Marketing & Education Committee and Executive

Committee members for another look. Once these documents are “blessed” by those individuals, Gina will send the brochure out to the HSTAG for its approval.

#### **IDENTIFY LIST OF TARGET AUDIENCE AND FUTURE STAKEHOLDERS**

The following list of target audiences and future stakeholders were identified:

Mayors and City Councils throughout the region

Boards of Supervisors throughout the region

Local State and Federal Representatives

Community Members: Human Service Planning Groups (i.e.: Continuum of Care, DDSC, MHDD Advisory Committee, DDSC, Johnson County Livable Communities, etc.), Business Leaders (i.e.: CR Area Chamber of Commerce), Foundations, etc.

Transit Providers within the region

County CPCs in the region

Consumer and Advocacy Groups (i.e.: CABS, PADS, etc.)

IDOT.

#### **MEDICAID INSURANCE & WAIVERS AND LIFTS**

Gina Johnson announced that Tom Hardecopf at Lifts is applying to become a Medicaid transportation provider.

#### **OTHER BUSINESS**

The need to recruit additional Committee members was noted, particularly since Steve Nylin resigned. It was suggested that representatives from the outlying areas that were interested in participating could be teleconferenced into the meetings.

#### **SCHEDULE NEXT MEETING**

The next meeting of the Marketing & Education Committee of the Human Services Transportation Advisory Group will be scheduled as needed.

There being no other business, the meeting was adjourned at approximately 4:35 PM.

Respectfully submitted, *Ann Hearn*, Recorder

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**Human Services Transportation**

**Marketing & Education Committee**

1:00 PM, Thursday, October 8, 2009

Harambee House

**PRESENT:** Kay Fisk, NTS

Ann Hearn, Linn County Community Services  
Gina Johnson, ECICOG  
Amy McNeal, Cedar Rapids Transit

## **WELCOME**

Gina Johnson welcomed those present and distributed an Agenda for the meeting. She also shared a copy of the Agenda for the HSTAG Large Group meeting on 10/14/09.

## **DISCUSS FLYER & LETTERHEAD**

Committee members gave final approval to the HSTAG Brochure and letterhead. Gina Johnson recognized Hilary Copeland at ECICOG for her assistance with this.

## **DISCUSS FORUM, WORKSHOP OR LUNCH & LEARN**

The possibility of hosting a forum, workshop or lunch & learn session was discussed. Highlights included:

Hold a training session similar to that which was held at Mercy Medical Center in May 2007.

Target spring of 2010 in late April or early May.

Could piggyback with NTS efforts to engage the business community.

Discussion topics could include:

Medicaid Transportation Brokerage

Mobility Management Progress & Barriers

- Consortium of Available Vehicles

3) Panel of Providers from throughout the region.

## **RESOURCE GUIDE**

Gina Johnson noted that resource information has been compiled for each County within the region. A Regional Resource Guide will likely be developed.

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### **Human Services Transportation**

#### **Marketing & Education Committee**

1:00 PM, Monday, November 23, 2009

Harambee House

**PRESENT:** Kay Fisk, NTS  
Ann Hearn, Linn County Community Services  
Gina Johnson, ECICOG  
Amy McNeal, Cedar Rapids Transit

## **WELCOME**

Ann Hearn called the meeting to order at 1:00 PM. She began by requesting clarification from Gina Johnson regarding the HSTAG meetings originally scheduled for December and January. Gina noted that both meetings had been cancelled; the HSTAG will not meet until further notice, likely sometime in late January.

## EDUCATIONAL EVENTS

Committee members discussed plans for the following three educational events:

### NTS Business Community Event

Kay Fisk shared information regarding an NTS event planned for Thursday, March 4, 2010 from 4:30 – 6:30 PM in the Bottleworks' Community Room to be hosted by the NTS Board.

The purpose of this event is to build awareness of NTS and other community transportation services among members of the business community. The event will include three 10-minute speakers who will share information regarding NTS, JARC and the Ways to Work Program. This event will replace the NTS fundraiser and will focus on networking.

The audience will include: potential NTS sponsors, businesses and temp-agencies.

### Employer Outreach

Gina Johnson discussed a proposed Employer Outreach Strategy to focus on "green transportation options."

The purpose of this event is to try to engage the business community into offering incentives for employees who use "green transportation," such as van pools, bicycling to work, etc., and to educate them about the potential tax credits available.

Some of the questions that might be asked and answered at such an event could include:

What do we hope to accomplish?

Where do we need your help?

What role could your organization play?

How could you contribute to the effort?

Possible stakeholders would include: members of the business community, area chambers of commerce, temp-agencies, foundations, business associations, environmental groups, etc.

It was agreed that an "Expo" with speakers presenting on targeted topics would work best for this event.

A tentative date of April 8, 2010 (approximately a month after the NTS event) was identified, along with the following schedule:

9:00 AM – Expo begins

9:30 AM – First Speaker  
10:15 AM – Second Speaker  
11:00 AM – Third Speaker  
12:00 Noon – Expo ends

Speakers would focus on the following topics:

Tax Credits for Transportation

Green Ride Software

Van Pools. [It was noted that a panel of three van pool providers would work well.]

Expo vendors could include bicycle clubs, van pools, “green” software, ride share vendors, transit providers, etc.

It was suggested that a possible venue might be the community room at Wickiup Hill Park or one of the lodges at Squaw Creek Park.

#### Spring Forum

Committee members continued discussion regarding the proposed “Spring Forum” discussed at the last meeting.

The purpose of this forum would be to provide outreach and education relative to community transportation options.

Discussion topics could include:

Medicaid Transportation Brokerage

Mobility Management Progress & Barriers [Review accomplishments, follow-up on proposed consortium of vehicles & identify next steps. Ask CTAA to help identify a speaker with expertise on sharing vehicles!]

3) Panel of Providers from throughout the region to discuss changes in regional para-transit services (i.e.: Lifts ADA Eligibility Criteria, Jones County Jets, etc.).

Possible stakeholders would include: human service providers, regional transportation providers, medical community, transportation consumers, etc.

A tentative date of Thursday, May 13<sup>th</sup> (approximately a month after the Employer Outreach event) was identified.

Committee members noted that the Hallagan Education Center at Mercy Medical Center worked well for the last forum!

## NEXT STEPS

Gina Johnson agreed to check with CTAA regarding possible speakers for both the Employer Outreach and the Spring Forum and to try to secure locations for both events.

## OTHER BUSINESS

No other business was shared.

## SCHEDULE NEXT MEETING

The next meeting of the Marketing & Education Committee of the Human Services Transportation Advisory was scheduled for **2:30 PM on Wednesday, December 9, 2009 at Harambee House.**

There being no other business, the meeting was adjourned at approximately 3:45 PM.

Respectfully submitted, *Ann Hearn*, Recorder

## OTHER BUSINESS

There was no other business shared.

## SCHEDULE NEXT MEETING

The next meeting of the Marketing & Education Committee of the Human Services Transportation Advisory was scheduled for **1:00 PM on Thursday, November 12, 2009 at ECICOG.**

There being no other business, the meeting was adjourned at approximately 2:12 PM. Respectfully submitted, *Ann Hearn*, Recorder

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**Human Services Transportation  
Marketing & Education Committee**  
3:30 PM, Tuesday, January 5, 2010  
ECICOG

**PRESENT:** Kay Fisk, NTS  
Ann Hearn, Linn County Community Services  
Gina Johnson, ECICOG  
Amy McNeal, Cedar Rapids Transit



## CALL TO ORDER

Ann Hearn called the meeting to order at approximately 3:30 PM, following the GreenRide presentation.

## EVENT PLANNING

Gina Johnson reported that following the last HSTAG M & E meeting, she had shared the event plans developed by the M & E Committee with the staff liaisons. It was their recommendation that we combine the Employer Outreach event and Spring Forum and hold only one event. Not only would this minimize planning and budget needs, but it would allow for more coordination and integration around transit-related issues. The staff liaisons would also like to see one BIG transportation event every two years. (The May 13<sup>th</sup>, 2010 date is approximately two years from the date that the last forum was held.)

Committee members agreed that this made sense and recommended aiming for the May 13<sup>th</sup> date. Securing a location is “key,” so that “Save the Date” cards can be developed prior to the March 4<sup>th</sup> NTS event. Finding space in a vacant downtown building was discussed, but committee members were concerned about parking, access to needed technology hook-ups and other amenities, etc.

Gina Johnson reviewed the status of possible speakers for the event:

Carolyn Jeskey of CTAA might be able to provide one or more “peer speakers” to address selected topics through the CTAA’s Peer-to-Peer Application.

Margi Ness of United We Ride has agreed to provide a Mobility Management refresher.

A panel of regional transportation providers could address topics of local interest such as the changes to the ADA eligibility guidelines being developed in Cedar Rapids.

Mary Ann Ferris-Young could be asked to do a face to face presentation on GreenRide.

Sushil Nepal could be asked to share the results of the transportation surveys that have been conducted in recent months.

Ann Hearn suggested that Gina send an email out to local providers asking them if they would be willing to serve on the local panel and to identify the topic that they would be willing to discuss as part of the panel.

Gina Johnson circulated a document entitled, “Framework for Action,” which is a self-assessment tool for communities to use in building a fully coordinated transportation system. It was suggested that this tool might be used to stimulate some interactive discussion at the forum. Gina agreed to distribute it to M & E members by email so that they could review it more closely.

## NEXT STEPS

Gina Johnson will check with Sister Susan about the possibility of using the Hallagan Education Center for the forum.

Gina Johnson will send an email out to local transportation providers inviting them to participate on the local panel.

The Committee will reconvene in early February to finalize plans for speakers.

## OTHER BUSINESS

No other business was shared.

## SCHEDULE NEXT MEETING

The next meeting of the Marketing & Education Committee of the Human Services Transportation Advisory was scheduled for **3:00 PM on Tuesday, February 2, 2010 at ECICOG**

There being no other business, the meeting was adjourned at approximately 4:25 PM.

Respectfully submitted, *Ann Hearn*, Recorder

## HSTAG MINUTES

Human Service Transportation Advisory Group  
 Thursday, December 11, 2008  
 St. Luke's Boardroom, 1030-5<sup>th</sup> Ave. S.E.

### Present:

Bill Hoekstra, Department of Corrections	Lisa Bender, HACAP
Kay Fisk, NTS	Denny Schreckengast, LIFTS
Chris Juett, United Way 211	Tom Doermann, ARC
Mike Barnhart, NTS	Kathi Moss, Horizons
Barbara Hoffman, RSVP	Wanda Mokry-Sellers, Heart of Iowa
Cherie Clark, PADS	Ron Rath, AARP
Dusty Noble, Willis Dady Shelter	Sushil Nepal, Corridor MPO
Neal Currell, Linn Community Care	Mary Rump, ECICOG
Jamie Nagel, HACAP/United Way Intern	Jesse Hurley, HACAP
Heather Armstrong, Healthy Linn Care Network	Steve Nylin, Young Parents Network
Carlos Vega, Iowa Workforce Development	Gina Johnson, ECICOG
Eugenia Vavra, United Way of East Central Iowa	

Introductions were made. The HSTAG Flowchart was reviewed and the following changes were made:

Marketing is a component added to the Community Awareness subcommittee.

Non-Emergency Medical Transportation will be the sole focus in this subcommittee.

Special Populations Transportation is a subcommittee further broken down into groupings titled Youth, Elderly, Disabled and Corrections.

Sign up sheet for these subcommittees was passed and those who wanted to, committed to one or more subcommittees. This sheet will be passed again at the January 14<sup>th</sup> HSTAG meeting.

It was decided by vote that our quarterly, large-group HSTAG meetings for 2009 will be held on the 2<sup>nd</sup> Wednesdays of these months at 2:00 in the St. Luke's Boardroom, outside the United Way offices. These dates are January 14, April 8, July 8 and October 14.

It was suggested that a regional transit survey be completed as we move forward in our coordination effort. Potential funding sources for this survey were discussed.

The Passenger Transportation Development Plan (PTDP) was explained. It is in these documents (ECICOG and Corridor MPO both complete one) that our human service needs are identified based on the transportation assessments we complete. If we have not met yet, please let me know when you are available to complete this assessment.

Discussion and agreement was made in regards to adding Burlington and (future) Jefferson bus lines to the Linn County Transportation Resource Sheet. Suggestions for other changes or additions to this resource sheet are appreciated! We will be using this resource as we move forward in using 211 as a starting point for a potential call center for the region.

Happy Holidays and I hope to see you January 14<sup>th</sup>!

Gina Johnson  
Mobility Manager

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Human Service Transportation Advisory Group  
Tuesday, January 20, 2009  
United Way, 1030 5<sup>th</sup> Ave. S.E.

**Present**

Eugenia Vavra, United Way of East Central Iowa  
Teresa Robinson, Aging Services  
Jonathan Ice, Iowa Department of the Blind  
Sushil Nepal, Corridor MPO  
Gina Johnson, East Central Iowa Council of Governments  
Linda Homan, Linn County General Assistance  
Mary Rump, East Central Iowa Council of Governments  
Ryan Bobst, Intern, United Way of East Central Iowa  
Ron Rath, AARP  
Barbara Hoffman, RSVP  
Kathi Moss, Horizons  
Reggie Ancelet, Options  
Mary Shedek, Linn Community Care  
Heather Ehlers, Linn Community Care  
Neal Currell, Linn Community Care

Welcome

Gina Johnson called the meeting to order at 10:05 a.m. Introductions were made.

**Passenger Transportation Development Plan 2008, (PTDP) - Needs and Progress**

Sushil Nepal explained the PTDP, specifically the needs section of this document. The 2008 PTDP needs section was passed for review. Gina Johnson spoke of the progress and

accomplishments our HSTAG has accomplished in the two years we've been meeting, including:

NTS Youth Shuttles: collaboration with the Bridge, Harambee House and Young Parents Network

NTS-IWD: collaboration which transports people to Iowa City from Cedar Rapids one week out of the month (open to the public, see attached schedule)

Successful Transportation Forum in May 2008

Mobility Management training by Community Transportation Association of America and United We Ride in May 2008

Hired a regional Mobility Manager in November of 2008

Small group traveled to Washington DC to the Institute for Transportation Coordination in August 2007

Maintained our existing public transit fleets

Continued dialogue with 211 to explore using this as a transportation one-call center

Review of Needs Assessment Surveys and Group Activity to Prioritize Needs

Copies of the results of Sushil Nepal's online needs assessment survey and Gina Johnson's one-on-one needs assessment survey were distributed and reviewed (attachments included). Large post-it sheets with these needs listed were hung on the wall and the group was asked to, with 5 different color stickers, identify their Top 5 needs. Each need was weighted by the color and number of stickers it received: i.e. red=5, orange=4, green=3, yellow=2 and small green=1. Following is the list of needs awarded points by this group with this method:

Need to expand, explore and improve transportation services and options to low-income workers-**34 points** (this point value is a combination of points assigned to Sushil's and Gina's identified low-income worker need)

Need for more marketing of transportation information and make information easier to access-**33 points**

Need to improve transportation to the general public by extending hours of bus services (weekday and weekend)-**25 points**

Need to maintain and expand services in the rural area (rural Linn & Johnson), Benton, Jones, Washington and Iowa-**16 points**

Need to improve transportation to medical and dental appointments-**12 points**

Need to improve transportation to employment, shopping, medical and other needs-**12 points**

Need to expand, explore and improve transportation services and options to elderly-**11 points**

Need to improve door-to-door services to the disabled population-**5 points**

Need to work to make policy changes and to involve local governments-**4 points**

Need to maintain and expand existing services in the metro area (Cedar Rapids, Hiawatha and Marion)-**4 points**

Need to have more public, driver and service transportation education-**2 points**

Need more bus shelters and cleaner buses-**2 points**

Need a higher frequency of bus routes-**1 point**

Need to expand, explore and improve transportation services and options to youth-**1 point**

### **Small Group and Leader Identification**

The small group sign-up list was passed today and at our last HSTAG meeting. It was suggested that these small groups meet at least two times in the coming months, before our scheduled quarterly HSTAG meeting on Wednesday, April 8. Gina will be emailing members of each small group to arrange a first meeting and will attend each group's first meeting. Following is the list with the leader in CAPS and listed first:

Community Awareness-Transportation

ANN HEARN

Kay Fisk

Heather Armstrong

Steve Nylin

Cross-County Transportation

DENNY SCHRECKENGAST

Carlos Vega

Bill Hoekstra

Reggie Ancelet

Elderly Transportation

TERESA ROBINSON

Bill Hoekstra

Chris Juett

Barbara Hoffman

Myrt Bowers

Disabled Transportation

CHERIE CLARK & RON RATH

Chris Juett

Tom Doermann

Shannon Jamison

Jonathan Ice  
Non-emergency Medical Transportation  
EUGENIA VAVRA  
Neal Currell  
Mike Barnhart  
Youth Transportation  
MIKE BARNHART  
Chris Juett  
Heather Armstrong  
Henry Davidson  
John Tursi  
Corrections Transportation  
BILL HOEKSTRA  
Heather Armstrong  
Other Transportation  
Kathi Moss    Dusty Noble  
Linda Homan Jesse Hurley  
Lisa Bender  
Iowa City Shuttle Dates

A list was compiled and shared that builds on NTS/IWD one week out of each month shuttle to Iowa City. Jonathan Ice shared that the Burlington Line that leaves the Cedar Rapids Airport to Iowa City doesn't connect well with the Cedar Rapids/Metro Bus route. Please see Iowa City Shuttle attachment and share with any coworkers or clients.

#### New Business

It was mentioned that NTS has scheduled a fundraiser on February 27 at the Clarion Hotel. Call Mike or Kay at NTS with questions at 286-5725.

Gina Johnson mentioned that the Cedar Rapids/Metro Bus extended its service by almost an hour later in August of 2008. Sushil Nepal stated that the city and the Corridor MPO are also exploring options related to satellite bus stations in which there could be more options in transferring.

Gina Johnson had submitted an application for an Easter Seals Project ACTION one-day, individualized "train-the-trainer" initiative. She announced that our HSTAG was selected to receive this individualized training as a distance-learning event. This event is scheduled for Wednesday, March 18. More information to come!

Kathi Moss presented information about the Ways to Work program. This program was scheduled for "kick off" right before the flood and has been on the back burner while Horizons was displaced. Back in their building, Kathi states they are ready to move ahead and

encouraged referrals to this program. Loan and eligibility criteria are attached. Kathi also asked for volunteers to form a second Volunteer Loan Committee. Please call Kathi at 398-3576 if interested.

Mary Rump and Gina Johnson talked about a United We Ride Coordination Grant we are considering applying for. Some grant ideas were discussed including: creating a “brand” that represents our group and its mission, developing a 4-tiered educational/informational resource for regional mobility and transportation options which could include a trifold brochure, a booklet of all regional transportation resources, a web-based transportation information station and continued coordination with 211 to move toward creating a one-call transportation center. We also discussed the possibility of including disaster recovery information and how it relates to transportation in the grant.

Linda Homan suggested we look at Potawattemee County’s travel website at [www.countyconnection.org](http://www.countyconnection.org). Linda thinks it has some nice features and may be a resource in terms of ideas for what we may want in a mobility website.

See you on April 8 if not before,

Gina Johnson  
Mobility Manager

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Human Services Transportation Advisory Group (HSTAG)  
Wednesday, April 8, 2009 @ 2:00  
United Way Building, St. Luke’s Boardroom

Present  
Ann Hearn, Linn County Community Services  
Teresa Robinson, Aging Services  
Kay Fisk, Neighborhood Transportation Services  
Tom Brase, Johnson County SEATS  
Mary Kay Pinckney, Linn County General Assistance  
Jennifer Tibbetts, Catherine McAuley Center  
Beth Ureel, HACAP-Transitional Housing  
Lisa Bender, HACAP-Transitional Housing  
Jonathan Ice, Iowa Department for the Blind  
Steve Nylin, Young Parents Network  
Chris Juett, United Way 211  
Eugenia Vavra, United Way of East Central Iowa  
Mike Barnhart, Neighborhood Transportation Services



Stacia Fall, Goodwill of the Heartland  
Wayne Springfield, Peer Action Disability Support  
Mary Rump, East Central Iowa Council of Governments  
Sushil Nepal, Corridor MPO  
Gina Johnson, East Central Iowa Council of Governments

#### Welcome and Introductions

Gina Johnson called the meeting to order at 2:00. Introductions were made.

#### Easter Seals Project Action ADA Training

Ann Hearn attended the morning sessions of the Easter Seals training and reported that 25 people registered for the training and 20 people attended. All six counties were represented. This was the first distance-based Communities on the Move training provided by Easter Seals and they were very happy with how it went, felt that our group was interactive but felt that it could have been a shorter training. Participant feedback indicated that the training was beneficial and well organized but they also felt that the training could have been shorter-possibly  $\frac{3}{4}$  day training. Several issues surfaced during and as a result of this training including the need to offer travel training and travel training resources (including maps) and the need to develop ADA criteria/eligibility to qualify for paratransit.

#### Review Passenger Transportation Development Plan (PTDP)

Sushil Nepal asked the group if they'd had a chance to review the draft PTDP. Most in the group had not had the opportunity to review the whole document and Sushil, Corridor MPO, and Mary, East Central Iowa Council of Governments, encouraged the group to send any comments to either of them until the end of April when the final document is due. Gina asked Sushil to explain the PTPD process, as there were new people at the table. Mary asked the agency representatives to report any agency-owned vehicles that they use to provide transportation to their clients as the IDOT want the PTDPs to include this information. Mary talked about the PTDP process and how she hopes that eventually the MPOs and RPA could eventually draft one document for the six-county region. Mary explained that the HSTAG was now officially an advisory body for recommending approval of the Passenger Transportation Development Plan for the Corridor MPO and for the RPA.

Thoughts and comments were solicited and Mike asked about funding for further transit projects. He asked if he was correct in that some of the potential transit funds were being used to build new roads and upgrades in lieu of supporting transit and providing more transit service. Sushil responded that this is true of the STA funds, which could be used for roads or transit, and if the need were identified or if residents of the metro area indicate they would support more funding for public transit, all the STA funds could potentially be used for public transit. Discussion followed about the problems clients face with the fixed-route system, including lack of maps (although Sushil provided a system map to all who were present) and the length of time riders must spend on a route(s) to get where they need to go. Sushil

suggested that a transfer station in each quadrant and a B.R.T. (Bus Rapid Transit) could be future options but both are only conceptual ideas.

Eugenia pointed out that she had not seen a demographical breakdown of racial types and suggested that this may be helpful. She suggested that the Corridor MPO include a cost analysis in their PTDP.

#### United We Ride Grant

Gina explained the projects that are included in the United We Ride Grant proposal. Project #1 is to develop, implement and evaluate strategies to enhance resource materials for mobility management to include: brochures summarizing the mission, goals and activities of HSTAG, web-based information station detailing traditional and non-traditional transportation services and a resource handbook detailing web information for non-internet users. Project #2 is to develop, implement and evaluate strategies to build partnerships to include: Train-the-Trainer programs to target direct service providers using prepared resource materials and travel training programs for consumers and community partners.

#### HSTAG Mission Statement and Brand

Mission and vision statements that had been discussed at prior HSTAG meetings were shared with the group. After some discussion, it was decided that the marketing and education small group would work to develop better mission and vision statements to more appropriately reflect our goals and vision. Chris offered to send the marketing and education group a mapping exercise that she had used to develop 211 mission and vision statements. Next marketing and education task group meeting is May 4, 2009, at 1:00 at ECICOG. All are welcome to come and to be a part of developing our statements.

#### Linn County Resource Sheets and Other Resources

Linn County Resource Sheet information was shared and the site where they can be found at [www.linncounty.org](http://www.linncounty.org). Additional ADA resources from Easter Seals training were also made available.

#### Small Group Reports

Non-emergency medical, disability and elderly transportation small groups had met twice since the last quarterly meeting. Low-income worker and youth transportation met once. As the small groups reported their goals, it became apparent that many of the goals identified were similar in groups or the small groups had identified goals that will benefit all riders and potential riders. That said, it was suggested and agreed that we develop task-focused groups versus special population-focused groups. Below are the task-focused groups that were identified.

Task-focused team to develop ADA Eligibility Criteria to make a recommendation to CR Transit.

Task-focused team to market and educate regarding HSTAG information and developed resources. This group will be meeting to develop mission and vision statements and to prepare letters of introduction to city councils and other agencies.

Task-focused team to identify, explore and coordinate volunteer transportation programs in the region.

Task-focused team to develop complete streets policies to address sidewalk, curb cut and other mobility-barrier issues. We should be able to coordinate our efforts with other efforts in the city. See [www.completestreets.org](http://www.completestreets.org) for national efforts and support that may be available to us.

Please contact Gina Johnson at 365-9941 ext 137 or [gina.johnson@ecicog.org](mailto:gina.johnson@ecicog.org) if you are interested in being a part of these task-focused efforts.

The meeting was adjourned at 3:10. The next quarterly HSTAG meeting is scheduled for Wednesday, July 8, 2009, at 2:00 at United Way.

Happy Spring!  
Gina Johnson

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Human Services Transportation Advisory Group (HSTAG)  
2:30 p.m., Wednesday, July 8, 2009  
United Way Building  
1030 5<sup>th</sup> Avenue S.E.

**Present:**

Reggie Ancelet, Options  
Gale Pierce, Vision Enhancement  
Ron Rath, AARP  
Kellie Spahn, Horizons  
Amy McNeal, CR Transit  
Teresa Robinson, Aging Services  
Ann Hearn, Linn County Community Services  
Brad DeBrower, CR Transit  
Tom Hardecopf, LIFTS  
Mike Barnhart, NTS  
Tom Doermann, The Arc  
Barbara Hoffman, RSVP  
Bob Sprengeler, HACAP  
Linda Homan, General Assistance  
Chris Juett, United Way 211  
Eugenia Vavra, United Way of East Central Iowa  
Shannon Jamison, Goodwill  
Jill Roeder, Healthy Linn Care Network

Margi Ness, CTAA Ambassador  
Jennifer Tibbitts, Catherine McAuley

Welcome and Introductions

Gina Johnson called the meeting to order at 2:00 p.m. Introductions were made.

### **Review Mission and Vision Statements**

Ann Hearn read aloud the mission and vision statements. Ann mentioned there had been several changes to the statements based on feedback the Marketing and Education Task Group had gotten from the larger HSTAG. Margi Ness, CTAA Ambassador, suggested we remove the words “remove barriers to urban and rural transportation” from the mission statement. Chris Juett, United Way 211, agreed with this and thought it would give the mission statement longer life. The group agreed that the mission and vision statements would read as follows:

**The mission of the Human Services Transportation Advisory Group is to coordinate convenient, reliable, affordable, accessible transportation services to residents of Benton, Iowa, Johnson, Jones, Linn, Washington counties and surrounding communities.**

**All residents receive the transportation services they need to promote their independence and enhance their quality of life through a variety of mobility options.**

Introduction of Tom Hardecopf, LIFTS Director

Tom Hardecopf introduced himself as new to transportation but excited about the opportunity he has with LIFTS and in helping the population LIFTS serves. Tom stated he would like to see a focus change at LIFTS to embrace what customers want rather than what LIFTS can do. He sees opportunity to improve the current service and has an open door policy extended to consumers, advocates and human service providers.

Development of ADA Eligibility Process - Cedar Rapids Transit

Brad DeBrower, Cedar Rapids Transit Manager, stated that a recent FTA audit had determined that the transit system needed to develop an ADA eligibility process. Brad indicated that the 2,000 current LIFTS riders would be “grandfathered” in for the time being. New riders would eventually have to go through an eligibility process. Brad, Tom and others have looked at about a dozen ADA eligibility application examples. They have not developed one yet, but as they do, intend to keep it as concise, yet thorough, as possible. Brad stressed that the purpose of an eligibility process is to protect capacity for those who really need the additional services.

Brad took the opportunity to discuss the rollout taxi and its recent removal from service. He indicated it had been taken off the road due to an insurance issue one driver at the taxi cab company had. Brad said that information about this issue had been forwarded to the city manager and it was up to him and/or city council to determine how to proceed with the vehicle’s use.

#### Cedar Rapids Transit Study (see attached Q & A)

Sushil Nepal, Corridor MPO, was not present but Brad DeBrower felt he could offer additional information about how this study transpired and its purpose. The city had received feedback from its Neighborhood Planning Process, which revealed a desire for improved transit services with the possible inclusion of a downtown circular, more frequency of routes and service to outreaching areas. Brad indicated the city would be hosting three open houses to gather resident's ideas and suggestions. Reggie Ancelot, Options, suggested it would be helpful if the city offered small focus groups at work sites of users (like Options). Shannon Jamison, Goodwill, agreed that the clients at Goodwill would be best heard if a focus group was held at this worksite. Brad encouraged the group to forward these requests to Sushil at the Corridor MPO.

#### Iowa Medicaid Brokerage

Gina mentioned she had attended the Interagency Transportation Coordination Council (ITCC) in Des Moines several months ago and learned that DHS is researching transportation brokerages and hope to have an RFP out by the end of August. This brokerage would facilitate non-emergency medical transportation (NEMT) for Medicaid and Medicaid Waiver clients and possibly/potentially other medical transportation as well.

#### New Providers

Gina presented information about new transportation providers for the region including Master Cabs of Iowa and To the Rescue. Discussion followed regarding Master Cabs of Iowa's desire to operate the rollout taxi if this becomes an option. This possibility had been discussed in a CABS meeting the week before. Teresa Robinson, Aging Services, mentioned a To the Rescue presentation she had participated in. This is a for-profit home health agency that offers transportation as part of their service. She was impressed with the information they presented.

#### Travel Training Task Group

Gina mentioned she had registered for a Travel Training Instruction Conference for the weekend of July 31-August 2. She asked for volunteers from HSTAG who would be interested in developing travel- training programs for the region. Reggie Ancelot, Options, expressed interest and Gina encouraged others to contact her if interested.

#### Introduction of Margi Ness, Region 7's United We Ride Ambassador

Margi Ness introduced herself and shared information about her 30+ years of experience in the transportation field. Margi made several observations about the HSTAG group, what had been discussed in the meeting and the potential such a group has in terms of collaborative power. She encouraged and suggested our group make use of this effort to approach businesses, advocacy groups and public leaders to secure support for our cause.

#### Other Business

Kellie Spahn, Horizons, mentioned that Horizons is forming another Ways to Work Loan Committee and is in need of volunteers. This committee will meet the 3<sup>rd</sup> Thursday of the month from noon-1:30 p.m. Lunch will be provided.

CTAA Joblinks, will be hosting Community Transportation: Partnering with Business and Workforce Development, Transportation Solutions to the Workplace in Des Moines on Sept. 15 and 16, 2009. This conference will explore new directions for collaboration and networking and shares innovative approaches taken by employers, transit providers and others to promote transportation-to-work options. (see attached)

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Human Services Transportation Advisory Group (HSTAG)

Wednesday, October 14, 2009, 2:00-3:30 p.m.

United Way of East Central Iowa

1030 5<sup>th</sup> Avenue SE, Cedar Rapids

**Present:**

Sushil Nepal, Corridor MPO

Wayne Springfield, PADS

Lou Montuoro, To The Rescue

Linda Homan, General Assistance

Patrick Williams, To The Rescue

Rachel Menard, RSVP of Jones County

Jill Roeder, Healthy Linn Care Network

Ann Hearn, Linn County Community Services

Tom Brase, Johnson County SEATS

Kathy Koerperich, Jones County JETS

Shannon Jamison, Goodwill

Carlos Vega, Iowa Workforce Development

Kay Fisk, NTS

Amy McNeal, CR Transit

Tamara Milton, U.S. Senator Tom Harkin's Office

Martin Wissenberg, Riders Club of America

Isaac DeLong, HACAP

Lisa Bender, HACAP Community Development

Eugenia Vavra, United Way of East Central Iowa

Larry Neppl, AARP Driver Safety Program

Chris Juett, United Way 211

Reggie Ancelet, Options of Linn County

Gina Johnson, ECICOG

**Welcome and Introductions**

Gina Johnson called the meeting to order at 2:00 p.m. Introductions were made.

### AARP Driver Safety Program

Larry Neppel accepted an invitation to speak at HSTAG meeting about his role as Iowa State Coordinator for AARP Driver Safety Program. He explained the AARP Driver Safety Program has been operating for 30+ years and is geared for drivers 50+, but all drivers are welcome. Larry described three programs and their curriculum: Driver Safety Program, CarFit and We Need to Talk. The Driver Safety Program is a course that can be taught anywhere and will accommodate 10-35 participants. This 4-hour class is a refresher driver safety class with no driving or written tests. CarFit helps seniors better understand their vehicles. This program requires seniors to drive their car to the event and, as they remain in their vehicle, volunteers gauge how well the vehicle “fits them”. Trained volunteers observe a checklist of items including distance between driver and the steering wheel, mirror and seat placement and knowledge of vehicle controls. An assessment will be provided to each participant. Larry and his group of volunteers will be hosting another CarFit indoor event in November or December 2009. We Need to Talk is a 90-minute class that helps concerned family and friends identify ways to approach the subject of retirement from driving. There is a We Need to Talk class offered in Iowa City on November 19, 2009.

### IDOT Website

Check out the new website at: [www.iowasafeandmobileseniors.com](http://www.iowasafeandmobileseniors.com)

The Iowa Department of Transportation and its partners has developed this website as a single point of contact that will help older persons and individuals who interact with the senior population find up-to-date information on the road user, the roadway, the vehicle, Iowa’s laws governing senior mobility, and how individuals can find a ride in their communities.

### Transit Studies

Sushil updated the group about the CR Transit Study. He restated that this study was a result of feedback from the city’s open houses where participants had indicated several issues with CR Transit’s service. Sushil said there would be three open houses to gather community input. The first open house was held at Crowne Plaza on September 22, in which 50+ people attended. Two sessions will be held on October 20, from 1:00-3:00 p.m. at the African American Museum and from 6:00-8:00 p.m. at Crowne Plaza Five Seasons Hotel. There will be a final open house on November 24 (location TBD) to present information and recommendations from the study. Sushil was asked if there would be transportation available to attendees after the evening open house on October 20, and he indicated that there would be.

Eugenia gave an update on the Statewide Passenger Transportation Funding Study and provided a handout. The advisory group has been meeting since March of 2009 to help identify statewide current and future needs, gaps analysis, and potential funding mechanisms. Strategies will be presented to the legislature in December of 2009.

### Jones County Transportation Coordination

Kathy Koerperich, JETS, and Rachel Menard, RSVP of Jones County Volunteer Transportation, shared information about their programs and how they work together to help consumers find

the appropriate service. Kathy described her service as the public transit service that is open to the public. JETS provides rides within Jones county, within town at \$2/one way and outside town (example: Anamosa to Monticello) for \$3/one way. JETS goes to Cedar Rapids almost every day (M-F) where they take riders to dialysis, Mercy and St. Luke's Hospitals and shopping/leisure trips at \$25/hour. JETS employs 11 people (2 full time) and operate 11 vehicles, 9 accessible and 2 minivans. JETS makes trips to Dubuque, Jackson and Delaware Counties. Rides can be scheduled at 319-462-2143 or 800-735-2942.

Rachel explained that her job responsibilities include arranging volunteers for all programming RSVP provides in Linn and Jones Counties and facilitating the volunteer transportation program at RSVP is a piece of what she does. Transportation clients must be 55+, ambulatory and seeking non-emergency medical transportation outside of Jones County. In the past year, RSVP has provided 80-120 rides per month to the Jones County elderly. Because of the dramatic increase in demand and limited funding, RSVP has implemented a "suggested donation" policy. Volunteer drivers are paid mileage for the trip.

For more information or to arrange a ride call 319-560-0811.

#### CTAA Employment Transportation Conference

Kay shared how Mike Barnhart came back from the CTAA conference with lots of ideas. She spoke about the Transportation Toolkit CTAA has developed, tax incentives and other benefits, the "green" movement, vanpools/carpools and the inevitability of rising gases prices. She said a group had met since the conference to brainstorm about how to approach businesses to gather support for this initiative. Kay said it was a goal of the group to partner with businesses, business groups, chambers and bicycling groups to market the effort. Jill mentioned that Healthy Linn Care Network has a Healthy Workplace Award and this is something she thought they could add as a goal.

#### PTP Update

Sushil briefed the group about the Passenger Transportation Plan (PTP) that is a requirement of the IDOT. He said that the Corridor MPO and ECICOG would both be completing a PTP with a draft due in February of 2010. Sushil reminded the group that they had been a source of information and input for this document in the past and would be in the coming months as the documents are drafted.

#### CR Transit Bike Racks/CR Bicycle Advisory Committee

Gina said a connection was made with CR Transit and the CR Bicycle Advisory Committee when the committee had a bicycle coral at the last Downtown Farmer's Market. Brad, CR Transit, provided a parked bus downtown for the event and the committee was able to show bicyclist and other participants how easy it is to use the bike rack. Amy said that all CR Transit vehicles now have bike racks and that they are being used. She indicated that it is easy to put your bike on and the driver could help "walk riders through" the first time.

#### Request for Letters of Support/Medicaid-funded Transportation



Gina had received an email via IPTA from CTAA requesting Iowans to write a letter of support to Senator Harkin's office in support of adding non-emergency medical transportation to the list of mandated services that are covered by Medicaid. Evidently, Senator Harkin is willing to include this in the health reform bill if he hears that this is important to his constituents in Iowa. Emails can be sent to Richard Bender at [richard\\_bender@harkin.senate.gov](mailto:richard_bender@harkin.senate.gov). Tamara indicated that Senator Harkin's office has been receiving a lot of correspondence recently about transportation and that it has become a very big issue.

#### Other Business

Martin, Riders' Club of America, is developing a service that will offer 60+ and visual & hearing impaired individuals rides via volunteer drivers. He intends to start offering rides on November 30, 2009. For more information call 573-6866.

Patrick and Lou, To The Rescue, said their agency offers services to individuals and businesses. Transportation is a service they offer, as is maintenance, landscaping, home modification and other traditional in-home cares. Waiver programs qualify for some of their services. For more information call 319-550-1890.

Carlos, IWD, provided flyers for an upcoming Service Employment Job Fair to be held at Iowa Workforce Development on Tuesday, October 20 from 5:00-7:30 p.m.

Linda, General Assistance, said that GA had spent \$25,000 on bus tickets and gas vouchers this year. She mentioned she was unable to purchase the monthly passes at half price since the fare increase.

Lisa, HACAP, noted that the Regional Transportation Resource guide indicates North Liberty Community Center provides free daily parking (Park and Ride) for those who use transit. Discussion followed about how this type of arrangement could be replicated in other communities in the region.

**Next Meeting: Wednesday, December 9, 2009**  
**North Conference Room, City Hall**  
**3851 River Ridge Drive NE**  
**Cedar Rapids, Iowa**

#### HSTAG STAFF LIAISON

HSTAG Executive Meeting

May 22, 2009, 9:30 a.m.  
ECICOG

ITCC Meeting May 13  
Greenride Carpooling  
Medicaid Brokerage

FTA Audit, May 20-21

ECICOG Board Meeting  
Rider's Guide  
Advisory Group

Marketing and Education Task Force  
Mission and Vision Statements  
Letter to City Councils

Newsletter

Tom Hardecopf, LIFTS Director, ADA Eligibility

United We Ride Grant

Specific Identified Needs  
Geneva Towers  
Head Start  
Seniors

Vision Statement

Residents receive the transportation services they need to promote their independence and enhance their quality of life through a variety of transportation options.

Mission Statement

The mission of the Human Services Transportation Advisory Group is to remove barriers to transportation by coordinating convenient, reliable, affordable transportation services to residents of Benton, Iowa, Johnson, Jones, Linn and Washington counties.

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Human Services Transportation Advisory Group  
Staff Liaison & Mobility Management  
Tuesday, August 18, 2009 @ 10:30

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East Central Iowa Council of Governments

Tentative Agenda

Passenger Transportation Plan (PTP)

HSTAG Agenda-Next Meeting October 14, 2009

Review of Mobility Management Activities & Year-end Report

Review Draft HSTAG Brochure

Sustainability of Mobility Management

Timeframe for Accomplishments & Goals

Metro-area Advisory Committee-MAC

Other Business

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Human Services Transportation Advisory Group  
Staff Liaison Meeting  
Tuesday, November 10 & Thursday, December 3, 2009  
East Central Iowa Council of Governments

**Present:**

Eugenia Vavra, United Way of East Central Iowa  
Judy Stoffel, United Way of East Central Iowa  
Mary Rump, East Central Iowa Council of Governments  
Sushil Nepal, Corridor MPO  
Gina Johnson, East Central Iowa Council of Governments

Welcome

Introductions were not necessary.

Mobility Management, 2009 Year in Review

Everyone agreed there have been successes in the past year concerning mobility management which include: more human service participation, development of transportation resource

guide, a variety of staff and disciplines brought into the coordination effort, leading the state in the effort and continuous support from CTAA and UWR at the federal level.

There were several obstacles identified, as well, in regards to the effort that include: lack of agenda for mobility management from IDOT, Office of Public Transit and lack of partnership or state support for developing mobility management. Discussion followed to explore possible causes for this breakdown which were identified to be: the region is “ahead of the curve” and this makes OPT uncomfortable, IDOT is unclear what they want from coordination, IDOT unsure what mobility management can be and lack of coordination/support from the state-led ITCC.

The original Mobility Management job description was reviewed and felt to be relevant. Many of the duties were identified to be long-term goals of the effort.

The HSTAG flowchart and the structure of the mobility management effort were discussed. Ideas include: forming an advisory council that reflects the populations that use transit, forming an advisory council with representation from each subgroup of HSTAG, continue large-group HSTAG meetings less frequently than quarterly and frequency in hosting transportation forums as a means to share information and engage more stakeholders.

#### Mobility Management Workplan, 2010

Information was shared about the 2010 Transportation Forum planning. It was suggested that we plan one transportation event as opposed to two. All agreed that this would offer a more integrated program that would encourage participants to think more about coordination, allow for more cost savings and efficiency and to establish a pattern of hosting a full-day transportation event every two years.

The Passenger Transportation Plan (PTP) was discussed. It was agreed that the Corridor MPO and ECICOG would send out one survey this year to HSTAG members via the distribution list. It was acknowledged that there is a short time line to develop a survey, send it out and compile the information for the PTP.

United We Ride’s *Framework for Action* Community Self Assessment Tool was discussed. Discussion followed regarding the benefits of administering this tool with the HSTAG group. Options and ideas include: email a survey to HSTAG members to complete and mail back, simplify the document and ask HSTAG to complete at the next January meeting or ask participants of the transportation forum to complete a survey before and after the forum. It was not determined whether the survey would be given at the next HSTAG meeting, but all agreed that it was a good idea to ask transportation forum participants to complete before and after the forum.

#### Funding

There was brief conversation about funding for continuation of a mobility management position. Discussion included the \$300,000 OPT has set aside for mobility management with

New Freedom money and difficulties with quarterly reporting that is required with IDOT funding. This conversation will be ongoing.

Gina mentioned potential projects that Sushil could include in the Corridor MPO's PTP. Sushil suggested that she share these ideas with CR Transit who could ask the MPO to include them. Gina will speak with Brad and Amy from CR Transit.

#### **How Can We Influence ITCC and Others Interested in Mobility Management**

Gina described the development of the Iowa Mobility Management Network, IMMN, in which she will chair this year. A mission statement was developed. The goals of IMMN include: provide ITCC with local and regional mobility management perspectives and recommendations, research funding needs and opportunities to share with one another and the ITCC and identify training needs.

Marketing and education were acknowledged as critical components of transportation coordination and successful mobility management. Planning transportation forums, train-the-trainer and other awareness events were agreed to be essential to the cause.

Gina will complete a six-month mobility management workplan in January that she will share with the group.

## IOWA MOBILITY MANAGEMENT NETWORK

Iowa Mobility Management Network (IMMN)  
 Tuesday, November 3, 2009, 2:30 p.m. – 5:30 p.m.  
 6200 Aurora Avenue, Suite 300W  
 Urbandale, Iowa

### Present:

Bridget Bartlett, East Central Intergovernmental Association  
 Dylan Mullenix, Des Moines Area Planning Organization  
 Gina Johnson, East Central Iowa Council of Governments  
 Lee Myers, Metro Area Planning Agency  
 Margi Ness, United We Ride Ambassador

### Welcome & Introductions

Margi Ness called the meeting to order at 2:30. Introductions were made.

### Agenda

The agenda was revised to reflect the following order:

#### 1. Welcome & Introductions

Development of Iowa Mobility Management Network  
 Funding, Sustainability and Resources for Mobility Managers  
 Medicaid Transportation Brokerage RFP  
 Conferences and Trainings for Mobility Managers & DOT Fellowships  
 Passenger Transportation Plans (PTP) & Public Input Meetings

### Development of Iowa Mobility Management Network (as follows)

**The group decided to establish a formal network and called their group Iowa Mobility Management Network**

**The following is the mission statement for the group: *To enhance Iowan's quality of life through a variety of mobility options by supporting mobility management practices***

The goals of IMMN include:

Provide ITCC with local and regional mobility management perspectives and recommendations  
 Research funding needs and opportunities to share with one another and the ITCC

Identify training needs

Provide an avenue for sharing information and needs with and among one another, transit providers, the DOT, the ITCC, on topics including, but not limited to ITS, funding, coordination efficiencies and best practices

IMMN membership will include mobility managers and others interested in the mission of the group

IMMN will meet every other month prior to ITCC meetings

There will be a chair and secretary chosen annually. The group will not have dues. Gina Johnson will be chair and Bridget Bartlett will be secretary through December of 2010.

#### Funding, Sustainability & Resources for Mobility Managers

A discussion followed regarding barriers and concerns with attaining and sustaining funding for mobility managers and mobility management activities. Many ideas were shared including establishing a regular dialogue between IMMN and ITTC, exploring other federal programs that receive funds that could be used for transportation and the importance of documenting our coordination activities and successes.

#### Medicaid Transportation Brokerage RFP

Frustration was shared when the impending Medicaid Brokerage RFP was discussed. The original date of release for this RFP was the end of September but at the date of this note, has not yet been released. Ideas and concepts about how this process could, at its best, result in potentially serving as “regional call centers”. The efficiency and coordination possibilities were noted. Lee talked about the status of the Medicaid Brokerage in Nebraska. He feels that he has been able to influence the product by being involved earlier in the process. Lee indicated that it could be as long as six months before Nebraska’s RFP is released.

#### Conferences and Trainings for Mobility Managers & DOT Fellowships

CTAA’s Expo was noted to be an excellent opportunity for mobility managers. 2010’s event will be in Long Beach. Easter Seals, Project Action is offering three, three-day Travel Training opportunities in 2010. We agreed that there are many opportunities for training via webinars, etc. hosted by CTAA, NRC, ESPA and others.

Iowa Department of Transportation offers fellowships for training at a reimbursement rate of 80%

#### **Passenger Transportation Plans (PTP) & Public Input Meetings**

Bridget and Gina are both responsible for their respective PTP’s with a draft due in February. Not much discussion was facilitated regarding this document because the IDOT is organizing a PTP Workshop to help address questions and difficulties. The date of this workshop will coincide with the RPA’s monthly meeting of November 18, to be held from 10:00 a.m.-3:00 p.m.

#### Next Meeting

We didn’t confirm a meeting space or time for the next IMMN. If we meet the day before the next ITCC meeting (as was discussed) the IMMN would meet on Tuesday, January 12. The location of the meeting, time and agenda items will be arranged, as the date grows nearer.

## ITCC AGENDA

-- AGENDA --

### IOWA TRANSPORTATION COORDINATION COUNCIL

Urbandale Public Library

10:00 AM – 1:00 PM

Wednesday, September 9, 2009

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*Special Instructions:* Go into the center through the main front doors.

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- |  |                           |
|--|---------------------------|
| 1. Welcome/Introductions                         | Michelle McEnany (DOT)    |
| 2. Roundtable                                    | Everyone provides updates |
| Brief group on current issues                    |                           |
| Outline upcoming legislative agenda              |                           |
| 3. Passenger Transportation Funding Study Update | Michelle McEnany (DOT)    |
| 4. Head Start Transportation Issues              | Peter Hallock (DOT)       |
| 5. Iowa Medicaid Enterprise Project Update       | Tim Weltzin (DHS)         |
| Briefing in IME study findings                   |                           |
| Update on Transportation Brokerage               |                           |
| 6. Other Business & Adjourn–                     | All                       |
| Agenda items for next meeting                    |                           |
| Set future meeting dates                         |                           |



*\*At 11:30 we will break for lunch (provided by the DOT) and then we will proceed with the meeting.*

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## Iowa Transportation Coordinating Council Meeting

November 4, 2009

Present: Katie, Karen Goehring, Gina Johnson, Bridgette Bartlett, Annette, Dylan Mullenix, Doug, Wayne, Michelle McEnany, Margi Ness

Notes taken by Margi

### ACTION ITEMS

Action	Responsible Person
Type meeting results and get to Michelle for distribution	Margi
Draft letter inviting existing and potential members to January meeting	Michelle
Send draft letter and list of needed contact people to meeting attendees for input. Also send meeting notes	Michelle
Provide feedback on letter and names of needed contacts to Michelle	All meeting attendees
Complete January agenda based on ideas below and other input received	Michelle and Margi
Letter revised per comments and sent to all existing and potential members identified with agenda for January meeting	Michelle

Michelle welcomed everyone to the meeting. Introductions were made. Michelle explained that the purpose of the meeting is to look at the purpose, mission, structure and membership of the ITCC to see if/how it might function better. Michelle asked Margi to facilitate the meeting.

Michelle reviewed the Iowa Code on coordination and provided the history of the ITCC. Margi gave an overview of state coordinating councils' possible roles and responsibilities. She then lead the group in a discussion that resulted in the following:

#### **ITCC Mission:**

Provide statewide leadership on transportation coordination to improve the mobility of Iowans.

**ITCC Functions:** The ITCC will provide leadership for coordination issues at the federal, state, and local/regional levels. Basic functions at each level are:

- Federal
  - Act as liaison to the federal Coordinating Council on Access and Mobility (CCAM)
  - Develop and advocate for federal policies that advance mobility
- State
  - Responsible for annual review of a state coordination action plan
  - Develop and advocate for state policies that advance mobility
- Regional/Local
  - Support regional/local coordination efforts

#### **ITCC Structure**

- Chair – duties include:
  - Setting final meeting agenda
  - Lead ITCC meetings
  - Represent ITCC as requested
  - Delegate ITCC responsibilities among members
- Vice Chair – fulfill duties of chair in chair's absence

These positions are elected annually based on the calendar year. A nominating committee, consisting of three individuals (one of the three will be a DOT staff member), will present a slate to the membership annually.

- DOT Staff – duties include:
  - Act as secretary of ITCC
  - Take minutes at meetings
  - Meeting logistics (location, hand-outs, flip charts, media needs, etc.)
  - Food
  - Post minutes and other notices in compliance with open meetings requirements
  - Provide support as needed to chair
  - Other activities as requested

#### **Other Items**

Gina Johnson reported that a new group has been formed, the Iowa Mobility Management Network. The mission is to enhance Iowan's quality of life through a variety of mobility options by supporting mobility management practices. Membership will be mobility managers and others interested in the mission. There will be a chair and secretary chosen annually. Gina Johnson will be the chair and Bridgette Bartlett will be the secretary through December 2010. The IMMN will meet every other month prior to ITCC meetings. The goals are to

- Provide ITCC with local/regional mobility management perspectives and recommendations
- Research funding needs and opportunities to share with one another and the ITCC
- Identity training needs
- Provide an avenue for sharing information and needs with and among one another, transit providers, the DOT and the ITCC.

The ITCC welcomed a formal representative from this group.

### **ITCC Membership**

- Existing Members
  - DOT
  - DHS
  - DPH
  - MPO
  - IWD
  - VA\*
  - IPTA
  - ISAC
  - League of Cities\*
  - DOA
  - Gov. Developmental Disabilities
  - DOE\*
  - IME
  - Division of Persons with Disabilities\*
    - \* = not active
- Potential Members – hopefully statewide representation
  - Governor's Office
  - United Way
  - Easter Seals
  - AARP
  - Dept. of Blind
  - American Cancer Society
  - RSVP
  - IA Hospital Association
  - National Alliance of Mental Illness

- State Independent Living Centers
- Department of Economic Development
- IA Finance Authority
- IA Mobility Managers Network (IMMN)
- OEI
- Aging and Disabilities Center???

**Draft Agenda for January 13, 2010 meeting**

10 – 2; Urbandale Public Library

- Welcome and Introductions
- Purpose of Meeting and Agenda Review
- Background Of:
  - Iowa Code on Coordination
  - ITCC
  - Past Action Plan
  - Overview of State Coordinating Councils and Mobility Management
- Overview of Last Meeting/Decisions for ITCC
- Membership Discussion
  - Who is Missing
  - Expectations of Members
    - Attend bi-monthly meetings
    - Act as Liaison between ITCC and organization represented
    - Participate in committees as needed
  - Discuss/Begin Development of New ITCC State Action Plan
    - Review Regional Coordination plans – main themes, best practices
    - Roundtable Discussion of Needs of Attendees
  - Appoint Nominating Committee for Chair/Vice Chair
  - Next Steps for ITCC Development
- Updates
  - Medicaid Brokerage
  - Passenger Transportation Funding Study
  - Other
- Adjourn

**Next Steps**

The Action Items above were listed as items needing work before the next meeting.

The November meeting adjourned.

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Draft Agenda for January 13, 2010 meeting

Urbandale Public Library

10 – 2

- Welcome and Introductions Michelle
- Purpose of Meeting and Agenda Review Margi
- Overview of Last Meeting/Decisions Margi
- Membership Discussion Margi
  - Who is Missing – review last meeting list and add on
  - Expectations of Members
    - Attend bi-monthly meetings
    - Act as Liaison between ITCC and organization represented – how?
    - Participate in committees as needed
    - Other? How/who contact
  - Discuss/Begin Development of ITCC 2010 Action Plan
    - Review Regional Coordination plans – main themes, best practices - Michelle
    - Roundtable Discussion of Needs of Attendees - Margi
  - Appoint Nominating Committee for Chair/Vice Chair
  - Next Steps for ITCC Development
  - Updates
    - Medicaid Brokerage
    - Passenger Transportation Funding Study
    - IMMUN Report
    - Other
  - Adjourn

## JOHNSON COUNTY LIVABLE COMMUNITIES

Livable Communities Transportation Committee

[www.livablecommunity.org](http://www.livablecommunity.org)

Tuesday May 12<sup>th</sup>, 2009

8:30 am – 9:30 am

Iowa City Public Library Meeting Room B

Did you Know? Cambus had 3.7 million riders in 2007. Iowa City Transit had 1.7 million, and Coralville transit had 489,000. (information source: BOS Rod Sullivan – “Sullivan’s Salvo’s” – 11-16-08)

### Meeting Notes

Members and guests present: Susan Boyd, Tom Brase, Eve Casserly, Scott Gill, Regina Bailey, Ron Logsden, Barbara Morck, Keith Ruff, Linda Severson, Joan Cook, and Marc Rahe

(Notes taken by Barbara Morck.)

Community Group goes to Washington in July: Tom Brase, Chris O’Brien, Sally Stutzman, Marc Rahe, and Dee Vanderhoef will be attending the conference which is scheduled for July 12-15, 2009. Tom gave a brief outline of some the topics that will be presented at the July 2009 NCST conference. They include (but are not limited to): Coordination of Services, Start-ups, Funding and Financing, Private-Public Partnership, Information Sharing, Utilization of Brokers and/or One Call Centers, etc.

Volunteer Transportation: Joan Cook and Ron Logsden have put together an outline for what it will take to get a volunteer driver program up and running in the Iowa City area which covers “needs verses unmet needs”, e.g. current available transportation options i.e.: SEATS, what the needs of the passengers might be i.e.: medical appointment for dialysis or chemotherapy, and want some of the issues might be i.e.: sustainable funding and a constant need for available volunteers. Joan provided the ridership data and volunteer hours from the RSVP programs in Burlington, North English, West Liberty and Jones County, as well as data from the Solon Senior Advocates program. Marengo is apparently in the early planning stages of a volunteer transportation program for door-through-door service to their community.

The question was posed, “Who will be the liable entity?” for volunteer drivers. Joan provided information from CIMA Companies, a company that provides supplemental insurance to the RSVP volunteer drivers; insurance supplements what the owner/driver of the vehicle already has in place. Background/license checks are done on all volunteer drivers. Users of the program sign a disclaimer prior to the ride. Joan handed out a copy of the Client Information booklet that is all RSVP users receive, as well as a print-out of the *Volunteer Drivers: A Guide to Best Practices* from the Agency Council on Coordinated Transportation.

Possible funding sources for Iowa City's program: Heritage Grants are submitted in January. Community Foundation Grants are submitted in October. Linda said she will check with DHS to see if \$ is available for medical transportation needs.

Older Americans taping: short spots will be shown throughout the month of May (and on?) over CATV. They cover topics such as transportation, health, home-based care, volunteerism, accessible housing, etc. Several attending members said they participated in the taping...

Public Meeting of the Iowa Department of Transportation (DOT): Tom reported on the meeting held April 30<sup>th</sup>. A private study which is funded by IA DOT is being done on transportation needs in Iowa, with the aim of adding more "technology to transportation" such as having Wi-Fi on buses, as well as developing "efficient, effective and simple statewide travel" such as rail. In attendance were: 5 managers from various Transit agencies/groups, 10 bicyclists, 6-7 people from various Human Services agencies, and 10 people from the general public. The meeting was a follow-up of sorts to the annual Passenger Transportation Development Plan (PTDP), and is the "gathering of information" stage of the study.

June Health Fair: is slated for Saturday, June 20<sup>th</sup>. Volunteers are still needed for the CarFit program. Susan Rogusky will be scheduling a training/refresher course for sometime before the fair. Linda offered her offices - Jody's - services to help with publicity. And the "When to Stop Driving" course will be held soon at the Senior Center.

Livable Communities Website: is up and running. Please let Eve know if you notice any problems.

Keith Ruff: was inducted into the ARC Hall of Fame, and will receive a presentation at their annual banquet to be held on May 26th. Congratulations, Keith!

Goodwill: Marc reported on the new entries at Goodwill. They are accepting donations of functioning computers which are refurbished for sale by Goodwill. Any computer and/or parts that can't be used will be responsibly recycled. Information was also provided about a program called "Wider Net" which will take junk (or good) computers. These computers are refurbished and distributed to places throughout Africa to be used to help train (e.g.) health care workers.

Goals of the Committee: (as borrowed from NCST & as adopted): Our mission is to increase transportation options for older adults, to simplify older adults' access to transportation services and to increase the quality of transportation services of older adults, inform older adults and others in the community about transportation options in the area in order that they may be better realized and to enhance the ability of frail seniors to live more independently within their community.

Livable Communities Transportation Committee

www.livablecommunity.org

Tuesday June 9<sup>th</sup>, 2009

8:30 am – 9:30 am

Iowa City Public Library Meeting Room B

Agenda

Welcome/introductions/ Additions to Agenda items

Notes? Need help! (thanks to Gina Johnson of ECICOG who did them last time)

June Health Fair –CarFit program needs, etc. - Susan Rogusky

ROLL -OUT Taxi program – Linn County- Dee Vanderholf

- funding started out with grants
- got start up funding through Easter Seals
- also got funding through Job Access Commute
- strictly serves individuals with disabilities
- cab riders – sign up through the county
  - o vouchers granted quarterly – used to go to and from work
  - o sign up = \$10/year
  - o Maximum trip distance = 10 miles
  - o Cab payment = voucher + \$5/trip
  - o **Transportation of last resort**
- There are grants out there to purchase vehicles, i.e. Easter Seals
  - o Ex. Cedar Rapids bought 1 at the cost of doing business,
    - BUT, cost of insurance is astronomical & takes up most of the money.  
\$20,000/year
- 4 cab companies listed
  - o Took responsibility of training paid cab drivers & drug/alcohol testing
  - o Pro: little to no turnover since drivers tend to stay in the area

CarFit – 6/20 at 1:30 pm

- We'll have the parking lot by noon
- Volunteers – we have plenty of people
  - o 2 people from Access to Independence
  - o 2 firement
  - o 1 community person
- Tents available for check in and check out
  - o 126 has ramp in afternoon → appointments are only taken until 3 pm
  - o # for appointments: 356-5220



- Goodie bags will be distributed: transportation, contacts, driving simulator
- Would live to piggy back on a Fall event
  - o Need to have volunteers
  - o Like to do this at least 2x/year
  - o Over a 2 year period, volunteers committed to 2 events

Cab options for persons who have taken “We need to talk”. – from Liz Koffron-Joan  
Yellow Cab through “We need to talk”

- “We need to talk” – trainer to trainer program
  - o Susan tries to offer this every quarter and it’s very successful
  - o Real range of people from different locations attend
  - o Through classes, resources are given
- Through the program, Yellow Cab will grant private account that could be used to get a cab ride
- Comment: “Don’t see why anyone else can’t do the similar program above”
- Challenge of program: Getting comone to use an account
- How this is helpful: If one doesn’t have cash or the cab is not taking a check
- IDEA: is there any way to involve diving instructors (a 3<sup>rd</sup> party) to assess whether one is fit to drive or not
- Volunteers - \$100,000 in liability
  - o Volunteer coordinator with a copy of license + current insurance
    - Question: Do the volunteers have to contact their insurance company?
    - Question: if drivers are reimbursed, is some of that taxable?
  - o DHS contract = \$500/mo. At the Burlington site.

FYI from the “Programs that Match Seniors with Volunteer Drivers-Practical Recommendations for Organizations and Policy Makers” is a new report prepared by the National Center for Transit Research, Center for Urban Transit Research, at the U of South Florida, Tampa. Single copies can be downloaded through the NCST library. <http://www.nctr.usf.edu/pdf/77717.pdf>

No meeting in July. Next Meeting: Tuesday, August 11 - 8:30-9:30

Best to our Transportation team attending the National Center for Senior Transportation DC for the July meeting.

**Tuesday August 11th**

**8:30 am – 9:30 am**

**Iowa City Public Library Meeting Room B**

( Many thanks to Regenia Gralang for taking notes for this meeting. )

- Livable Community Group
  - Thursday, Sept 17 3:30 – 5 pm at the First Presbyterian Church
  - NOTE: Later changed to Sept. 18<sup>th</sup> – 8:30 to 10 AM**
  - Report on what's transpired
  - On same day, MECCA has 40<sup>th</sup> celebration; Community Development at around ~4 pm
- Community group at the Easter Seals (Mark) – Washington, DC Trip
  - Mark: - July 12<sup>th</sup> to 15<sup>th</sup> -
    - Lectures of success stories about transportation issue and had individual sorts of classes we went to. A lot of it is about meeting as a team to develop a plan
    - Decided that 5 won't going to be able to construct great strategy to present to other groups
    - Need to have community buy in from other groups, Johnson County
    - First step: meet with transportation providers: invite all the taxi companies. To identify particular needs and that more groups would be able to participate in the process. Getting together with different service providers in the community in what they can identify as a need in re: to the population serves.
      - What groups are willing to do to participates
- Linda: Video of riding the bus, how you ride the bus
  - Give them familiarity
    - Can't bring
    - Make that available to groups to potential riders
    - Need to use the lift
    - Step on terminology: transit people use it
    - See if you can use that to orient the 6<sup>th</sup> graders when they tour the junior high

- Susan – Carfit program
  - Video was shown; taped by SC TV
  - Would love to do it in the fall
  - But US Bank parking lot, their parking lot is not theirs when closed, but 126
    - Would use senior centers
  - Good feedback from this day. As more people know about it. Fit all spot and ended earlier
  - When to stop driving - September and November
  - Pair up Carfit + when to stop driving: will be shown on Chan. 4 or PATV18

Made connection with AAA office

- May be able to pair up with them. Carseat thing. Have a program
- On the national level, AAA is a sponsor of the Carfit

Larry – working with the OTs to plan an event in Cedar Rapids

Pilot testing the website

- report was passed around the table
- 17 volunteers
- Various changes were made after feedback to make it easier to navigate
- Made it a little easier to get through it

Transportation brochure

- nearly out. Transit and the SEATS address
- need to get in Iowa City Mobile Seniors website
- if there is any suggestions of things to be taken out

DOT (Lisa Hennessey, Cedar Rapid, IA): Safe and Local Seniors

- interested in providing this to groups
- good idea to present to independent living facilities

Tom mentioned that the DC group to DVD presentation, ppt and local presentations

- had to do with further down the line if get interest in program to take it out to share the information to different groups so that they know what's happening

Other matters:

- 1<sup>st</sup> session: well attended; want to get questions ahead of time and get answers
  - I.e. mom's key taken away; mom got key remade by AAA. what does that mean for insurance coverage?

Washington DC

- Meeting with transportation providers = next step
- Not too sure when they'll be contacting people

Informational meetings can go on live

- there's capability to put it out at the Senior Center
- need good attendance
- Next meeting – Tuesday Sept. 8th

## TRANSPORTATION OPERATORS' GROUP MINUTES

EAST CENTRAL IOWA TRANSIT

### Operator Group Meeting

East Central Iowa Council of Governments

March 19, 2009

The following individuals were present:

Contract providers:

- Mary Halstead, Benton County Transportation
- Sam Gipple, Iowa County Transportation
- Tom Brase, Johnson County SEATS
- Terri Huffman, Washington County Mini Bus (by phone)
- Kathy Koerperich, Jones County JETS

Staff:

- Robyn Jacobson, ECICOG
- Mary Rump, ECICOG
- Gina Johnson, ECICOG

#### 1.0 Routine Matters

##### .1 Call to Order

Gipple called the meeting to order at 10:00 am.

##### .2 Approval of Minutes

M/S/C (Halstead, Brase) to approve minutes of September 18, 2008. All Ayes.

#### 2.0 New Business

.1 Elections of Chair-Vice Chair: M/S/C (Koerperich, Halstead) nominate and re-elect Gipple and Brase as Chair/Vice Chair. All ayes.

.2 FY 09 Quarter 4 requests for additional services: None

.3 FY 10 Request for Additional Services: Jacobson reminded providers that FY 10 Requests were coming up. They are due June 1.

.4 Mary Rump/Gina Johnson: Rump explained handout-flowchart that described current United Way HSTAG formation. Discussion followed on how to integrate TOG into HSTAG. It was decided to include the TOG as a sub group of the HSTAG. Much discussion followed.

### 3.0 Old Business

.1 Update on capital purchases – Jacobson reviewed stimulus bus money. Region 10 is getting 12 new vehicles funded at 100 percent. Gipple asked about make-ready costs. Jacobson will check with DOT on whether these costs will be covered.

.2 Routematch-ITS and DOT .Jacobson handed out a cost breakdown of going to client server model with Routematch. Local match is 25% and broke out by county on handout. Providers will go back to their Boards to see if this will work as solution to Routematch issues. Jacobson asked if TOG wanted to ask ECICOG board to use Regional Transit Funds to purchase six customized reports to entail operation information needed for DOT reports. Providers agreed to ask the Board to pay for these reports. Staff will recommend going to client-server model and using Regional Transit funds to get customized report for each provider. It will cost approximately 1000 dollars for each report.

**4.0 Other Discussion Items:** Gipple set meeting dates for FY 2010 meetings. These include June 11, 2009 at JETS, Sept. 10<sup>th</sup> at Iowa, December 10<sup>th</sup> at MiniBus, and March 11, 2010 at Benton.

### 5.0 Set next Meeting date:

M/S/C (Huffman, Koerperich) to adjourn. All ayes. Adjourned at 11:50am.

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## EAST CENTRAL IOWA TRANSIT

### Operator Group Meeting

#### East Central Iowa Council of Governments

June 11, 2009

The following individuals were present:

#### Contract providers:

- Mary Halstead, Benton County Transportation
- Sam Gipple, Iowa County Transportation
- Tom Brase, Johnson County SEATS
- Terri Huffman, Washington County Mini Bus (by phone)
- Kathy Koerperich, Jones County JETS
- Tom Hardecopf, Linn County LIFTS

#### Staff:

- Robyn Jacobson, ECICOG
- Gina Johnson, ECICOG

## 1.0 Routine Matters

### .1 Call to Order

Gipple called the meeting to order at 10:19 am.

### .2 Approval of Minutes

M/S/C (Brase, Koerperich) to approve minutes of March 19. All Ayes.

## 2.0 New Business

.1 FY 2010 Purchase of Service Contracts: Jacobson stated she needed contracts by the ECICOG board meeting June 25 along with copies of any subcontracts. A copy of all contracts go to the OPT staff at the DOT.

.2 FY 10 Request for Additional Services: Jacobson stated she received everyones requests for additional services.

.3 Year end reminders: Jacobson reminded providers about year end reports needed. August 15 is the latest to get everything in to the DOT.

.4/.5/.6 HSTAG-Gina Johnson: Johnson discussed rider handbooks and passed out examples to the providers. Jones county is working on getting one done with the help of an advisory group. Currently, LIFTS, SEATS, and MiniBus have rider handbooks. Staff highly recommends having rider handbooks to document all transit policies each provider may have. Advisory groups are also helpful in creating these documents. The HSTAG recommends every county also have an advisory group. Currently, SEATS and LIFTS are the only two with active advisory groups. Discussion followed.

.7 The TOG has become a subgroup of the HSTAG. The next quarterly meeting of the HSTAG is July 8 at the United Way. Margi Ness of United We Rider campaign will be in attendance.

.8 M/S/C (Huffman, Hardecopf) to approve FY 10 requests for additional services. All ayes. Discussion also followed on advisory committee make up and purpose.

## 3.0 Old Business

.1 Update on capital purchases – Jacobson stated that four 176" LDB's have been ordered as well as one minivan from the stimulus money. Jacobson stated that 138/158" buses were not ordered yet because the DOT has not finished the procurement process yet. Discussion followed on El Dorado vehicles compared to Supreme buses.

.2 Routematch-ITS and DOT .Discussion on servers and implementation.

3.0 **Other Discussion Items:** None

**5.0 Set next Meeting date:**

M/S/C (Huffman, Halstead) to adjourn. All ayes. Adjourned at 11:43am.

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EAST CENTRAL IOWA TRANSIT

**Operator Group Meeting**

**East Central Iowa Council of Governments**

**East Courthouse Annex, Marengo**

**September 10, 2009**

**Present**

Kathy Koerperich, Jones County JETS

Mary Halstead, Benton County Transportation

Sam Gipple, Iowa County Transportation

Terri Huffman, Washington County Mini Bus

Tom Brase, Johnson County SEATS

Tom Hardecopf, Linn County LIFTS

Mary Rump, ECICOG

Gina Johnson, ECICOG

**Route Match**

Transit operators voiced concerns to the group regarding Route Match. These include: errors and discrepancies in reports, software errors and “dead time” factored into reports. Mary suggested that operators continue to run the reports, compare the numbers that these reports generate and the numbers they have on their paperwork and to identify and report errors and discrepancies to Route Match. She suggested the TOG create a Route Match User’s Group to address the issues raised as the operators share experiences. Conversation continued regarding variations in Route Match tech support, different versions of software being used and reports that each county is utilizing.



It was agreed that a Route Match User's Group meet immediately following the TOG meetings. This group will focus on and determine:

- 1) Best communication methods for transit operators to share their Route Match issues and concerns with one another
- 2) Resolve operational reports
- 3) Discuss and share information regarding local reporting requirements
- 4) Route Match training

Tom, LIFTS, suggested the region request more consistency with Route Match support staff to help streamline information and support. He also suggested that LIFTS' Route Match is scheduled to be upgraded. When he calls he will ask if each county within the region could be upgraded to the same software that LIFTS is. LIFTS is scheduled to be upgraded within six months. It was also mentioned that the Route Match conference is in April.

### **Vehicle Update**

Vehicles purchased with stimulus funds have been ordered. Mary is unsure of the timeframe and reiterated that there is a vast number of vehicles being manufactured and purchased at this time. She also reminded the group that there is substantial reporting that will go with this program and to be prepared to provide information.

### **RPA/Policy Committee**

Mary shared that there is a possibility that the RPA Transportation Policy Committee may be resolved and potentially folded into the responsibility of the ECICOG Board of Directors. This would include some caveats that would allow for inclusion of Cedar County. Conversation continues and no decisions have been made.

### **ECICOG Transit Responsibilities**

Mary shared a document that indicates how the transit responsibilities will be broken down between Gina and Robyn as Robyn assumes the duties of her new position as a Contract Supervisor. The HSTAG hierarchy was mentioned and Gina said she would email this with the TOG minutes (see attached). She mentioned that the chart is "a work in progress" and there are some holes.

Sam asked about funding of the mobility management position and funding of the transit department, in general. Mary explained that the mobility manager position was funded with STA funds at an 80/20% first year and 50/50% second year. She mentioned that continuation of this position is dependent on future funding by other stakeholders. Mary suggested Sam or other members call Doug Elliott, ECICOG Director, with further financial inquiries.

### **Rider's Guide**

SEATS, LIFTS and several other Riders' Guides were shared as examples. Gina mentioned that the IDOT had suggested developing a regional Riders' Guide as opposed to one for each county. It makes sense for Johnson and Linn Counties to have one of their own, as it is interdependent with their respective fixed-route systems. Much conversation followed. We will start this process by finding commonalities in the four other counties and in identifying basic provisions and expectations. If a county would like to add to these basic policies, an addendum will be added. The issue of passengers bringing bagged alcohol on buses surfaced with much conversation (Tom H. followed with a statute which may alleviate this issue).

### **Update Contact Information & Next TOG Meeting**

Gina passed around the Transit Operator contact sheet and asked operators to confirm their information. The next TOG meeting is scheduled for December 10 @ 10:00 a.m. @ Washington Mini Bus. As discussed earlier, the Route Match User's Group is scheduled to follow at approximately 11:00 a.m.

### **Other Business**

-Tom, SEATS, had questions about the disability poster Robyn had forwarded.

-Tom, SEATS, shared information he had secured about a mechanic who could do lift work more reliably and economically (he will follow with more info).

-Gina mentioned the opportunity for a fellowship for IPTA conference, Mobility Matters Workshop in Des Moines on October 6, the developing Medicaid Transportation Brokerage and findings from the Statewide Transportation Funding Study.

## **TRANSPORTATION COALITION FOR JONES COUNTY**

Transportation Advisory Board Organizational Meeting  
 Jones County Community Services Building  
 Monday, May 4, 2009, 10:00 a.m. - 11:30 a.m.  
 Next Meeting: Monday, July 6, 2009, 10:00 a.m. - 11:30 a.m.

Present:

Kathy Koerperich, Jones County JETS  
 Deb Shultz, Jones County Community Services  
 Rachel Menard, RSVP Jones County  
 Gina Johnson, ECICOG

Introductions were made and roles and responsibilities were defined.

Deb started the conversation by explaining her three-year strategic plan for MHDD, which includes three goals. The goals Deb defined are hiring a full-time psych staff, increased input from consumers and improve transportation services for consumers. Our meeting focused on Deb's goal of improving transportation services for her consumers and the broader group goal of improving transportation services for all residents of Jones County.

After discussing the current transportation issues and options, it was decided that Jones County would work towards improving transportation by developing a Transportation Advisory Board. Attendees agreed that this effort and group would be called the Transportation Coalition for Jones County.

Lengthy conversation followed regarding stakeholders in this effort and identifying those who should be invited to an organizational meeting. The following describes who has agreed to contact these stakeholders to try to identify good days and times for an initial meeting:

Rachel to contact:

Heritage Area Agency on Aging  
Chambers  
Economic Development  
Cities of Monticello, Olin,  
Anamosa & Cascade

Deb to contact:

Vocational rehab  
HACAP  
County Supervisors  
Kirkwood

Kathy to contact:

Riders  
Cities of Center Junction,  
Onslow, Wyoming and  
Oxford Junction

Gina to contact:

United Way  
Iowa Workforce Development  
Department of Transportation

Discussion followed regarding advertising this groups' effort, gathering interest and distributing a transportation survey. The following were ways in which the group felt we could get information out: library, Advancement Services, Jones County Website, churches, retail stores and placing transportation surveys in city papers.

RSVP Jones County mentioned that their volunteer transportation program would begin to suggest a donation of \$5 for a round trip to Cedar Rapids, \$10 to Iowa City and \$15 to Waterloo. A letter would be going out to clients and drivers by April 15. Rachel also mentioned the RSVP drivers wear a badge to identify who they are. Kathy mentioned that JETS drivers have badges but they could do a better job of wearing them.

Transportation Coalition for Jones County Organizational Meeting  
Jones County Community Services Building  
Monday, July 6, 2009, 10:00 a.m.-11:00 a.m.

Present:

Kathy Koerperich, Jones County JETS  
Deb Shultz, Jones County Community Services  
Gina Johnson, ECICOG

We started the meeting by going over the list of people each of us had agreed to contact. This discussion's intent was to identify potential members of the Transportation Coalition for Jones County.

Deb had indicated that she had spoken with Wayne Manternach, Jones County Supervisor, and he had agreed to be a member. She had not contacted Vocational Rehab, HACAP or Kirkwood but would do that this week. Her contact at HACAP is Sherri Hatfield and at Kirkwood is Christy Black. Deb indicated that the region is applying for a large, children's mental health grant (SAMSHA). She was recently in a meeting regarding this potential service and transportation was identified as a barrier to its ability to reach some children. We all agreed that this program should be considered when organizing the transportation coalition.

Kathy had stated that Agnes Tjaden, consumer, Kelly Dodge, Wyoming and Deb Gray, Center Junction had agreed to be a part of the coalition. Kathy said she would try to find another consumer and contact the cities of Onslow and Oxford Junction to see if they had an interested representative.

Gina had contacted Iowa Workforce Development and Carlos Vega agreed to be a member of the coalition. Gina indicated she had spoken with Eugenia Vavra who is not aware of a transportation study (mentioned in last meeting) that was done in Jones County. Discussion followed which clarified that the United Way study was thought to be an overall needs study completed several years prior. Gina will look for that study.

Lengthy discussion followed regarding Head Start Transportation. Kathy indicated that JETS had been approached in the past to provide this transportation in Jones County but could not fulfill this request. She explained JETS has a rule that they cannot transport any child under five years of age without adult supervision. Gina explained that she was working with Head Start coordinator, Rose Petersen, in regards to the Head Start transportation requirements; in particular the need for Head Start to provide a monitor on the bus. Evidently, some of the counties in her (our) region have a waiver to exclude them from this requirement. Gina will get more information regarding this issue. The need to have a HACAP representative on this coalition is important.

Jones County Coalition meets every 2<sup>nd</sup> Wednesday in Anamosa at the Farm Bureau Building. Deb explained this coalition of human service providers meets to identify issues (like transportation) for residents of Jones County. The next meeting is scheduled for Wednesday, September 9, at 9:00 a.m. Kathy and Gina said they would attend this meeting and if they had an opportunity, would mention the formation of the Transportation Coalition for Jones County.

Deb, Kathy and Gina (hoping Rachel, too) scheduled themselves to meet after the September 9<sup>th</sup> meeting at 10:00 to formulate an agenda for the Transportation Coalition for Jones County's first meeting. The date for this first meeting is Tuesday, September 22, from 6:00 p.m.-7:00 p.m. at the Jones County Courthouse. Deb has booked the meeting space.

Transportation Coalition for Jones County (so far)

Wayne Manternach, Jones County Supervisor  
 Sherri Hatfield, HACAP  
 Carlos Vega, IWD  
 Agnes Tjaden, consumer  
 Kelly Dodge, Wyoming resident  
 Deb Gray, Oxford Junction resident  
 Deb Shultz, Jones County Community Services  
 Kathy Koerperich, JETS  
 Rachel Menard, RSVP  
 Gina Johnson  
 Mobility Manger  
 East Central Iowa Council of Governments

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Transportation Coalition of Jones County  
 Jones County Community Services Building  
 Monday, September 14, 2009, 10:00 a.m. - 11:30 a.m.  
 Next Meeting: Tuesday, September 22, 2009 @ 6:00 p.m.  
 Where: Jones County Courthouse

Present:

Kathy Koerperich, Jones County JETS  
 Deb Shultz, Jones County Community Services  
 Rachel Menard, RSVP Jones County  
 Isaac DeLong, HACAP Community Development  
 Sherri Hatfield, HACAP  
 Gina Johnson, ECICOG

Introductions were made and roles and responsibilities were defined.

We began with a discussion about the increasing need for transportation in the county including a need for evening and weekend transportation, transportation to food banks, dialysis

transportation, medical transportation outside the county and the potential need for transportation with mental health treatment (SAMSHA).

Deb then explained that her three-year strategic plan for MHDD includes the goal (1 in 3) of improving transportation services for her consumers. This goal was the catalyst for our original meeting on May 4<sup>th</sup> in Jones County and a starting point for us to address broader transportation needs.

We have developed an extensive list of participants for our first meeting which is scheduled for Tuesday, September 22 @ 6:00 p.m. That said, the following indicates additional contacts and who has agreed to make the contact:

Kathy will contact ambulance services that operate in Jones County, Anamosa and Monticello Schools Transit Directors and Jean McPherson, Olin.

Rachel will contact the Anamosa and Monticello Mayors, contact in Oxford Junction, contact at care centers and one of the Olin volunteer drivers.

Isaac mentioned that he is especially interested in mapping as tool to community development in Jones County.

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Transportation Coalition of Jones County  
Tuesday, September 22, 2009 @ 6:00 p.m.  
Jones County Courthouse, Anamosa, Iowa

**Present:**

Betty Jordan  
Tim Malchow, Monticello Ambulance  
Don Miyngawa, Mayor Monticello  
Rachel Menard, RSVP Jones County  
Phyllis Dircks, Olin Resident  
Lisa Tallman, Jones Senior Center  
Joan Lehner, Iowa Workforce, Promise Jobs  
Debra Gray, Center Junction Resident  
Sherri Hatfield, HACAP  
Kelly Dodge, Wyoming City Council  
Matt English, Anamosa Community Schools  
Kathy Koerperich, Jones County JETS  
Gina Johnson, East Central Iowa Council of Governments

**Not Present:**

Deb Shultz, Jones County Community Services  
 Isaac DeLong, HACAP-Community Development  
 Marty Kelzer, Jones County Economic Development  
 Leo Cook, Jones County Supervisor  
 Wayne Manternach, Jones County Supervisor

**Welcome:**

Introductions were made. Gina provided a brief overview of the events that brought this group together. Jones County CPC, Deb Shultz, is required to identify three goals for 2010 and transportation was one of the three. Kathy, JETS, Rachel, RSVP of Jones County, and Gina Johnson, Mobility Manager ECICOG, met with Deb to further identify unmet needs. It was decided to open the transportation conversation up to other Jones County residents and stakeholders.

**Perspectives:**

- Residents don't know JETS is available to them
- Need to education and show residents how to use JETS
- VA transportation doesn't always have wheelchair accessible transportation
- Dialysis and radiation treatments are difficult to accommodate
- JETS and RSVP work very well together and not in competition: JETS is open to the public and RSVP primarily provides medical rides to the elderly outside of Jones County
- JETS has policies that state oxygen tanks must be mounted and that riders must have an escort if they are not able to make their own decisions
- No concrete date when dialysis treatment will be offered in Jones County
- Monticello Ambulance has wheelchair vans but is unable to bill Medicaid for this transportation service
- Volunteer Transportation Program in Cedar County sells phone cards with their contact information printed on the card to raise money for their program
- Head Start has an unmet transportation need throughout the county
- JETS has a policy that they cannot take children under 5 without an escort
- Anamosa School Transit transports 10 children to Head Start and has an escort for these children
- Monticello School Transit does not provide Head Start transportation
- School bus transportation (black and yellow buses) is very safe for children as the seats are padded on the front and back
- HACAP has difficulty getting food boxes to clients
- HACAP clients have difficulty getting to offices to apply for other assistance
- Many residents don't have a car or drivers license-including job seekers
- Promise Jobs, IWD will pay the transportation cost for their clients to job seek for several weeks
- There are unmet medical appointment transportation needs
- Cost is an issue for some residents who would like to ride JETS
- JETS has a limited number of vehicles
- Need evening and weekend transportation options

-Need non-Head Start preschool transportation

Ideas:

- Offer a toll-free number for RSVP Volunteer Transportation consumers
- Does Above and Beyond Home Health offer transportation?
- 211 is a valuable resource for transportation and other services
- Use local access channels to advertise
- JETS used to partner with LIFTS (Linn County) by taking consumers to Viola for \$3, where they were met by LIFTS for \$2
- Press release about coalition and encourage people to write letters to the editors about the good job JETS and RSVP are doing
- Need to organize carpooling
- Arrange "ride buddies" by arranging daily trips to work for new worker and a worker who is driving into the same town
- U of I Hospital has a vanpool that originates in Jones County
- After a job seeker finds a job (Promise Jobs, IWD) can apply for \$1,000 grant to help client with car repairs, gas, insurance or work clothing
- Ways to Work, Horizons, has a similar work program as the aforementioned
- Engage churches as they have networking capabilities and probably providing transportation to their members
- Monticello has City Cab but unsure what services they provide
- Approach American Cancer Society for potential funding
- Invite Congressman Ray Zirkelbach to join the coalition
- Approach hospitals that are providing the dialysis and radiation for funding
- JETS used to provide Monday and Wednesday shuttles to Cedar Rapids for a reduced rate if they had enough participants. Kathy would be willing to offer this service again if she gets enough riders.
- Education & Advertise JETS and RSVP at Senior Health Fair, Pumpkinfest, Jamboree, Christmas events, Wyoming & Oxford Newsletters, Chamber of Commerce, city hall, doctors' offices, pharmacies, post offices, hospital, senior dining, home health, HACAP-community development (stimulus \$)
- County Attorneys Office will help residents who have fines by
  - setting up a payment plan
  - bundling fines into one
- if client is paying on a regular basis, they can help them get their drivers license back....case by case

**Next Meeting:**

October 20, 2009 @ Anamosa Courthouse @ 6:00 p.m.



## VOLUNTEER TRANSPORTATION COORDINATORS' MEETING

### Volunteer Transportation Coordinators Meeting

Monday, April 13, 2009, 1:00-3:00

Aging Services, 800 1<sup>st</sup> St NW, Cedar Rapids

#### Present

Teresa Robinson, Aging Services  
 Maggie Kirby, Iowa County Task Force  
 Tom Brase, Johnson County SEATS  
 Rachel Menard, RSVP Jones County  
 Barbara Hoffman, RSVP Jones County  
 Gina Johnson, ECICOG

#### Welcome

Gina Johnson welcomed the group and introductions were made. There was not a formal agenda but an open conversation followed in which each coordinator described his/her program or proposed program. The following notes describe various systems:

Pat Frazenburg, Belle Plaine, Iowa County Volunteer Transportation shared the following highlights about their program:

Serves southern part of county

Has 8-10 volunteer drivers

Reimburses drivers .40/mile

Funded by Heritage Area Agency on Aging and Benton County Foundation

Will provide rides to those under 60 with Benton County Funds

Will not provide rides to care center residents

Feels like there is a public need to know more about the shuttles that are provided by Benton County Transit

Clients are given rules, informational talk and literature when they sign up for the program

Thinks it is important to let clients know where the funding to provide rides comes from

There is a suggested donation of \$10 which clients are happy to pay

Sends out envelopes weekly for donations

Makes checks to drivers at the end of the month

Last fiscal year provided 280 one-way rides and has provided that many this fiscal year by April

Unable to accommodate all dialysis rides or radiation rides but will provide some

Maggie Kirby, Iowa County Task Force and Mary McCord (not present) are developing a volunteer transportation program for Iowa County:

Applied for and received 501C3

Has received \$7,800 grant from Iowa County Foundation

Because many had difficulty getting to church on Sunday, the local sheriff office will provide this transport on request

Has three dialysis stations at Marengo Hospital

Is interested in primarily providing rides for local trips

Would like more information on starting up a volunteer transportation program

Teresa Robinson, Aging Services shared the following highlights about their program:

Does not request a donation from riders

Does not pick up from care centers

Must be 60+ and will transport to medical appointment and pharmacy

Does offer errand transport for 60+ to food bank, grocery and Farmers Market

Receives funding from United Way and Heritage Area Agency on Aging

Riders must be the one to call and arrange for the ride

Have 521 clients

Have 250 volunteers

Unable to do dialysis or cancer treatment rides

Is providing AARP Driver Safety Training for their drivers on April 24

Provides 32 one-way rides a week~3328/year

Explains eligibility to clients, explains program and has them sign a release

Drivers are not allowed to stop for lunch

Provides driver training annually to present policy and procedure information

Drivers are most concerned with no shows and cancellations, Aging Services is thinking of implementing a three strikes rule

Rachel Menard and Barbara Hoffman, RSVP Jones County shared the following highlights about their program:

90% of their clients are 60+

80-90 non-emergency medical rides outside Jones county

Riders must be able to ambulate

Have 22 volunteer drivers who recruit new volunteer drivers for the program

Has been operating for three years

Will do dialysis and chemo rides

Funding from Jones County Supervisors, St Luke's Rural Health, United Way and Heritage Area Agency on Aging

Drivers are reimbursed at .455/mile

Donations are welcome but has no standard/recommended donation

Tom Brase, Johnson County SEATS and AARP Livable Communities Transportation Subgroup are considering developing a volunteer transportation program for Johnson County:

Stated that the Livable Communities Committee sees a need in Johnson County

Would be good for some to have an "escort"

Is primarily interested in local transportation

Would like more information on starting up a volunteer transportation program

All the coordinators and potential coordinators agreed that clarifying policies and procedures during the intake process is crucial for mutual understanding.

All coordinators would like more information about local transit shuttles and think that making this information available to the public would be beneficial.

All coordinators think their communities would be receptive and responsive to an AARP Driver Safety Program and an AARP CarFit program.

Gina Johnson  
Mobility Manager  
East Central Iowa Council of Governments

## APPENDIX 4: COMMUNITIES ON THE MOVE

### Easter Seals Project ACTION

Communities on the Move: Using All Transportation Options (ADA and beyond)

March 18, 2009, 8:30 a.m. - 5:00 p.m.

Johnson County SEATS

8:30 – 8:45

Welcome and Introduction

8:45 – 9:30

Paratransit Eligibility

Learn about the categories and types of ADA complementary paratransit eligibility

Learn about several important regulatory requirements

Learn about different types of eligibility processes

Gain ideas for teaching others about the process

9:30 – 10:00

ADA Questions and Answers

Increase your knowledge about the ADA transportation provisions

Take the opportunity to ask questions and discuss issues related to ADA regulations and guidelines

Learn about the resources that can answer your ADA questions

10:00 – 10:15

Break

10:15 – 11:00

Sensitivity Training

Increase awareness of disability issues

Introduce an exercise for providing sensitivity training to others

Provide additional resources for sensitivity training

11:00 – 11:15

Serving on a Transportation Advisory Committee

Have a better understanding of the function of an advisory committee

Understand how you can influence change through your participation

Teach others to be more effective members on advisory committees

11:15 – 11:45

Trip Planning

Identify the full range of skills necessary for trip planning  
Use trip planning tools to meet the needs of the people you serve

11:45 – 12:45

Lunch

12:45 – 1:45

The Accessible Mobility Experience

Become familiar with different transportation options

Use a transportation options tool specific to your community

Learn how to involve the people you serve in this process

Share this tool with colleagues

1:45 – 2:15

Coordinated Human Service Transportation Networks

Understand the benefits of a coordinated human service transportation network

Become familiar with the challenges of establishing a coordinated human service transportation network

Share information on coordinated human service transportation networks with colleagues following the training

2:15 – 2:45

The Truth about Fixed Route and Paratransit

Learn about fixed route and paratransit options

Learn more about private transportation options

Recognize that teaching strategies are different for persons using different modes of transportation

2:45 – 3:00

Break

3:00 – 3:45

Strategies for Implementing Bus Familiarization and Travel Training

Know the differences between travel training and orientation and mobility

Identify and review bus familiarization and travel training tools

Identify infrastructure supports

Learn about personnel selection, training and supports

3:45 – 4:30

How to Minimize Risks in Travel Training Programs

Gain an understanding of how to minimize risks in the provision of travel training services

Review teaching strategies in order to minimize risks

Discuss safeguards for working in the community with people with disabilities

4:30 – 5:00

Ongoing Support, Commitments, and Evaluation

Participant List for Communities on the Move Training  
March 18, 2009, 8:30-5:00 at Johnson County SEATS

Barb Morck, Iowa City Transit

Susan Bethel, Iowa City Transit

Tom Brase, Johnson County SEATS

Kay Fisk, Neighborhood Transportation Service (NTS)

Ann Hearn, Linn County Deputy Director of Community Planning

Deborah Schulz, Jones County, Central Point of Coordination (CPC)

Jan Shaw, Johnson County, Central Point of Coordination (CPC)

Gina Hiler, Linn County, Central Point of Coordination (CPC)

Bobbie Wulf, Washington County, Central Point of Coordination (CPC)

Mary Halsted, Benton County Transit

Kathy Koerperich, Jones County JETS

Reggie Ancelot, Options of Linn County

Steve Nylin, Young Parents Network

Eugenia Vavra, United Way of East Central Iowa

Karin Springfield, Advocate

Wayne Springfield, Advocate

Bob Cihla, Peer Action Disability Support, Chair (P.A.D.S.)

Teresa Schwabe, Rural Employment Alternatives

Terri Huffman, Washington County Mini Bus

Linda Severson, JCCOG, Human Services Planning Coordinator

Gina Johnson, East Central Iowa Council of Governments

Wayne Clayton, Options of Linn County

Joel Streif, Evert Conner Rights & Resources Center for Independent Living

Keith Ruff, Evert Conner Rights & Resources Center for Independent Living

Mike Van Gorder, Evert Conner Rights & Resources Center for Independent Living

## APPENDIX 5: RESOURCE GUIDE



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**Benton County Transportation**

205 Second Avenue

Vinton, Iowa 52349

319-472-2413

[bctrans@co.benton.ia.us](mailto:bctrans@co.benton.ia.us)

**Contact:** Mary Halstead

**Eligibility:** All persons

**Cost:** \$2/roundtrip within community  
\$10/scheduled roundtrip to Cedar Rapids (M, T, Th, F)  
\$20/hour for special trips

Benton County Transportation is a demand-response public transit provider operating on behalf of East Central Iowa Transit. Benton County Transportation operates in Benton County and surrounding communities and is open to the public.

**Benton County Volunteer Transportation-Vinton**

303 1<sup>st</sup> Avenue

Vinton, Iowa 52349

319-472-2830

[bcbp-vinton@mebbs.com](mailto:bcbp-vinton@mebbs.com)

**Contact:** Alberta Reifentahl

**Eligibility:** Non-emergency medical appointments outside community for elderly

**Cost:** Suggested donation of \$10

Benton County Volunteer Transportation is a volunteer transportation program that utilizes volunteers from the community. This service offers non-emergency medical appointment rides to elderly residents of Benton County.



## Benton County

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### Benton County Volunteer Transportation-Belle Plaine

1309 5<sup>th</sup> Avenue  
Belle Plaine, Iowa 52208  
319-434-6078  
[dpcorp@netins.net](mailto:dpcorp@netins.net)

**Contact:** Pat Franzenburg

**Eligibility:** Non-emergency medical appointments outside community for elderly

**Cost:** Suggested donation of \$10

Benton County Volunteer Transportation is a volunteer transportation program that utilizes volunteers from the community. This service offers non-emergency medical appointment rides to elderly residents of Benton County.

### Virginia Gay Hospital Van Service

502 N 9th Avenue  
Vinton, Iowa 52349  
319-472-6270

**Contact:** Scheduling

**Eligibility:** Hospital and clinic patients

**Cost:** \$5 Round Trip

Will transport patients to medical appointments at Virginia Gay Hospital and Clinics.

## Iowa County

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### Iowa County Transportation

1680 Franklin Avenue  
Marengo, Iowa 52301  
319-642-7615  
[icot@iowatelecom.net](mailto:icot@iowatelecom.net)

**Contact:** Sam Gipple

**Eligibility:** All persons

**Cost:** Local trip rates are \$3/one-way. Other rates are dependant on mileage and destination.

Iowa County Transportation is a demand-response public transit provider operating on behalf of East Central Iowa Transit. Iowa County Transportation operates in Iowa County and surrounding communities and is open to the public.

### RSVP of Iowa County Volunteer Transportation North English

210 South Main Street  
North English, Iowa 52316  
319-664-3283  
[communitycenter@netins.net](mailto:communitycenter@netins.net)

**Contact:** Maxine Goode

**Eligibility:** Non-emergency medical appointments outside community for elderly

**Cost:** Suggested donation of \$10

Iowa County Volunteer Transportation is a volunteer transportation program that utilizes volunteers from the community. This service offers non-emergency medical appointment rides to elderly residents of Iowa County.

## Johnson County

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### Johnson County SEATS

4810 Melrose Avenue

Iowa City, Iowa 52246

319-339-6128

[tbrase@co.johnson.ia.us](mailto:tbrase@co.johnson.ia.us)

**Contact:** Tom Brase

**Eligibility:** In Iowa City, Coralville, North Liberty and University Heights eligibility is determined by each community's transit system based on the ADA guidelines and categories. People who live in a community without a transit system or live in the unincorporated areas of Johnson Co. may call SEATS to arrange a ride.

**Cost:** \$2 one-way fare for rural residents and \$1.50 one-way fare for eligible riders in Iowa City, Coralville, North Liberty and University Heights.

Johnson Co. SEATS is a demand-response public transit provider operating on behalf of ECI Transit in rural Johnson Co. SEATS provides complimentary paratransit service for Iowa City Transit (including University Heights) and Coralville Transit (including North Liberty). Service hours for Iowa City, Coralville and University Heights are 6:00am to 10:30pm (11:45pm Coralville) M-F and 7:00am (7:15am Coralville) to 7:00pm (7:30pm Coralville) Service hours for North Liberty are negotiated one hour on either side of fixed route times, 7am, 11am and 4:30pm M-F

### **In rural Johnson County:**

Northern Areas: (incl. Solon, Shueyville, Swisher, Morse, Oasis): Monday, Tuesday and Thursday from 8:30am-4:30pm

Southern Areas: (incl. Lone Tree, Hills, Frytown, Sharon Center): Monday, Wednesday and Friday from 8:30am-4:30pm

West Central Areas: (incl. Oxford, Tiffin, Cosgrove) Tuesday and Thursday from 8:30am-4:30pm

Service in West Branch is primarily provided by River Bend Transit.

## Johnson County

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### Iowa City Transit

1200 South Riverside Drive

Iowa City, Iowa 52240

319-356-5155

[barb-morck@iowa-city.org](mailto:barb-morck@iowa-city.org)

**Contact:** Barb Morck

**Eligibility:** All persons

**Cost:** Standard fare of \$.75 for 18+, \$ .50 for K-12 & children under 5 with an adult ride for free. 10-ride pass is \$6.50, 31-day pass is \$25 for adult & \$20 for youth.

Iowa City Transit is a fixed-route public transit provider that provides service every half hour 6:00 a.m. to 9:00 a.m. and 3:00 p.m. to 6:30 p.m. during "rush hours". Hourly service runs from 9:00 a.m. to 3:00 p.m. and 6:30 p.m. to 10:30 p.m. Buses run Saturday from 6:00 a.m. to 7:00 p.m. Transfers are available and honored by Coralville.

### Cambus, The University of Iowa

Stadium Drive, 100 Cambus Office

Iowa City, Iowa 52242

319-335-8633

[brian-mcclatchey@uiowa.edu](mailto:brian-mcclatchey@uiowa.edu)

**Contact:** Brian McClatchey

**Eligibility:** All persons

**Cost:** No fare

Cambus is a fixed-route public transit provider operating from 6:30 a.m. to 12:00 a.m., Monday-Friday. Weekend service. Space at the front of the bus for seniors and disabled. Vehicles are accessible.

**Johnson County**

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**Coralville Transit**

708 East 2<sup>nd</sup> Avenue  
Coralville, Iowa 52241  
319-248-1790  
[vrobrock@ci.coralville.ia.us](mailto:vrobrock@ci.coralville.ia.us)

**Contact:** Vicky Robrock

**Eligibility:** All persons

**Cost:** Standard fare of \$.75 for adults and children (under 5 free), 65 years+ and disabled Coralville residents free any time with a Coralville senior/disabled pass. Reduced fares of \$.35 for those who show a Medicare Card on Monday through Friday, 9:00 a.m. to 3:00p.m., after 6:00 p.m. and all day Saturday. 31-day pass is \$35 and 20-ride pass is \$15.

Coralville Transit is a fixed-route public transit provider that operates from 6:00 a.m. to 11:45 p.m., Monday-Friday and 7:15 a.m. to 7:30 p.m. on Saturdays. Transfers are available and honored by Iowa City.

**City of North Liberty (service provided by Coralville Transit)**

5 E. Cherry Street  
North Liberty, Iowa 52317  
319-626-5700  
[tmulcahey@ci.north-liberty.ia.us](mailto:tmulcahey@ci.north-liberty.ia.us)

**Contact:** Tracey Mulcahey

**Eligibility:** All persons

**Cost:** \$.75 per one-way ride

Service leaves North Liberty Community Center, 520 W. Cherry Street at 7:05 a.m. and arrives downtown Iowa City at 7:50 a.m. Bus returns to North Liberty leaving Iowa City Pentacrest at 5:10 p.m. and arrives at the North Liberty Community Center at 5:45 p.m. Free parking at the North Liberty Community Center. Transfers are available.

**Johnson County**

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**Southeast Iowa Wheelchair Service**

1132 1<sup>st</sup> Street NW  
Cedar Rapids, Iowa 52405  
319-366-1900

**Contact:** Dispatch office

**Eligibility:** Open to the public

**Cost:** Rates dependant on mileage and destination

Southeast Iowa Wheelchair operates 7 days a week, 24 hours a day. Rates are dependant on mileage and destination.

**Solon Senior Advocates**

P.O. Box 99  
Solon, Iowa 52333  
319-624-2710  
[sandrahanson@southslope.net](mailto:sandrahanson@southslope.net)

**Contact:** Sandy Hanson

**Eligibility:** Solon seniors and those in need in Solon

**Cost:** Suggested donation of \$.75 one-way to senior dining site

Service is dependant on having a driver available. Services could include transportation to senior dining, appointments and sponsored pleasure trips.

Numerous taxicabs operate in Iowa City, Coralville and throughout Johnson County. They are listed in the yellow pages of the local phone book.

## Jones County

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### Jones County JETS

100 Park Avenue  
Anamosa, Iowa 52205  
319-462-2143  
[jets@co.jones.ia.us](mailto:jets@co.jones.ia.us)

**Contact:** Kathy Koerperich  
**Eligibility:** All persons  
**Cost:** \$2 one-way within city  
\$3 one-way outside city, within Jones County  
\$25 an hour outside Jones County

Jones County JETS is a demand-response public transit provider operating on behalf of East Central Iowa Transit. Jones County JETS operates in Jones County and surrounding communities and is open to the public.

### RSVP of Jones County, Elderly Outreach Transportation Program

104 Broadway Place  
Anamosa, Iowa 52205  
319-462-6135 ext. 6364  
[menardrm@crstlukes.com](mailto:menardrm@crstlukes.com)

**Contact:** Rachel Menard  
**Eligibility:** Non-emergency medical appointments outside Jones County for elderly  
**Cost:** Suggested donation based on destination city

RSVP of Jones County, Elderly Outreach Transportation Program is a volunteer transportation program that utilizes volunteers from the community. This service offers non-emergency medical appointment rides to elderly residents of Jones County.

## Jones County

9

### Monticello Wheelchair Van

220 East South Street  
Monticello, Iowa 52310  
319-465-4560  
[tmalchow@monticellopublicsafety.us](mailto:tmalchow@monticellopublicsafety.us)

**Contact:** Tim Malchow  
**Eligibility:** Open to the public  
**Cost:** Rates dependant on destination and wait time

Monticello Wheelchair Van operates within Jones County and can also accommodate trips to Dyersville, Cedar Rapids, Dubuque, Iowa City and Davenport.



**Linn County**

**10**

**Linn County LIFTS**

625 31<sup>st</sup> Avenue SW  
Cedar Rapids, Iowa 52404  
319-892-5170

[www.linncounty.org](http://www.linncounty.org)

**Contact:** Tom Hardecopf

**Eligibility:** Cedar Rapids Transit certified ADA eligible riders. Service is open to the public in rural Linn County.

**Cost:** \$2 one-way fare in metro area and \$4 outside metro area. \$4 for elderly and disabled and \$7 for public for Iowa City trips

Linn County LIFTS is a demand-response public transit provider operating on behalf of East Central Iowa Transit in rural Linn Co. Linn County LIFTS also provides complimentary paratransit service for Cedar Rapids Transit in Cedar Rapids, Hiawatha, and Marion. Linn County LIFTS operates from 6:30 a.m. to 6:00 p.m., Monday through Friday and 8:00 a.m. to 5:00 p.m., Saturdays. Transportation is available to Iowa City the 1<sup>st</sup> Wednesday and 3<sup>rd</sup> Thursday of each month.

**Neighborhood Transportation Services (NTS)**

404 17<sup>th</sup> Street SE, 2<sup>nd</sup> floor  
Cedar Rapids, Iowa 52401  
319-286-5725

[www.nts-cr.org](http://www.nts-cr.org)

**Contact:** Mike Barnhart

**Eligibility:** Transportation to employment, school or work/study.

**Cost:** \$5 per ride

NTS (Neighborhood Transportation Service) is a shared ride transportation service that provides rides to and from work, school, and/or training. NTS provides rides during hours that the fixed route city buses are not running.

**Linn County**

**11**

**Cedar Rapids Transit**

Parking Lot #44  
12<sup>th</sup> Avenue & 2<sup>nd</sup> Street SE  
Cedar Rapids, Iowa 52403  
319-286-5573

[www.cedar-rapids.org/transit](http://www.cedar-rapids.org/transit)

**Contact:** Brad DeBrower

**Eligibility:** All persons

**Cost:** Standard fare of \$1.25 for adults, \$1.00 for students, \$.50 for elderly and disabled and children 4 & under are free. 31-day passes are \$36 for adults, \$30 for students and \$24 for elderly and disabled. 10-ride passes are \$12.50 for adults, \$10 for students and \$5 for elderly and disabled.

Cedar Rapids Transit is fixed-route, public transit service with routes throughout Cedar Rapids, Marion and Hiawatha. Service runs from 5:15 a.m. to 6:40 p.m., Monday through Friday and Saturdays from 7:45 a.m. to 4:15 p.m.

**Special K's Transport**

3109 6<sup>th</sup> Street  
Marion, Iowa 52302  
319-373-5555

**Contact:** Dispatch office

**Eligibility:** Open to the public

**Cost:** Rates dependant on mileage and destination

Wheelchair transports to doctor appointments, dialysis, weddings, funerals, church services and social events. Call for a fee schedule.

**Linn County**

**10**

**Linn County LIFTS**

625 31<sup>st</sup> Avenue SW  
Cedar Rapids, Iowa 52404  
319-892-5170  
[www.linncounty.org](http://www.linncounty.org)

**Contact:** Tom Hardecopf

**Eligibility:** Cedar Rapids Transit certified ADA eligible riders.  
Service is open to the public in rural Linn County.

**Cost:** \$2 one-way fare in metro area and \$4 outside metro  
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**Linn County**

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**Contact:** Dispatch office

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**Cost:** Rates dependant on mileage and destination

Wheelchair transports to doctor appointments, dialysis, weddings, funerals, church services and social events. Call for a fee schedule.

**Linn County**

**12**

**Southeast Iowa Wheelchair Service**

1132 1<sup>st</sup> Street NW  
Cedar Rapids, Iowa 52405  
319-366-1900 or 877-466-0735

**Contact:** Dispatch office  
**Eligibility:** Open to the public  
**Cost:** Rates dependant on mileage and destination

Southeast Iowa Wheelchair operates 7 days a week, 24 hours a day.  
Rates are dependant on mileage and destination.

**Aging Services, Inc. Volunteer Transportation**

800 First Street NW  
Cedar Rapids, Iowa 52405  
319-398-3644

**Contact:** Transportation Coordinator, M-F, 8:00 a.m.-noon  
**Eligibility:** Linn County residents 60+ years of age  
**Cost:** Donations welcome

Volunteers provide transportation for medical appointments, pharmacies, grocery stores, farmers' market and food bank only. Five working days notice is appreciated. Riders must be ambulatory.

**Southeast Linn Community Center-Volunteer Transportation**

108 South Washington  
Lisbon, Iowa 52253  
319-455-2844

**Contact:** Transportation Coordinator, M-F, 8:00 a.m.- 3:00 p.m.  
**Eligibility:** Lisbon, Mount Vernon residents 60+ years of age  
**Cost:** Donations welcome

Volunteers provide transportation to seniors to help them remain in their homes. Two working days advance notice when requesting services.

**Linn County**

**13**

**Master Cab of Cedar Rapids**

222 3rd Street SE  
Cedar Rapids, Iowa 52402  
319-365-9000 or 319-929-9703  
[mastercabcr@q.com](mailto:mastercabcr@q.com)

**Contact:** P.J. Swentik or dispatch  
**Eligibility:** Open to the public  
**Cost:** Call for rates

Safe, courteous, customer-focused taxi service. Can transport wheelchairs, groups, large and small. Special out-of-town rates. Can travel anywhere in the continental U.S. states.  
Available 24 hours, seven days a week.

**To The Rescue, A PRK Williams, Inc. Company**

3725 Center Point Road NE  
Cedar Rapids, Iowa 52402  
319-550-1890  
[wbeattie@totherescue.net](mailto:wbeattie@totherescue.net)

**Contact:** Wendy Beattie  
**Eligibility:** Services open to the public  
**Cost:** Rates dependent on mileage, service and destination.

Wheelchair and non-wheelchair transportation provided for individuals with limited mobility, medical appointments, special needs, and developmental disabilities, as well as seniors, those recovering from illness or injury, and those in need of special assistance. Drivers are also certified caregivers who are capable of assisting individuals before, after, and during transit. All transits originate in Linn County and provide service throughout Iowa.

**Linn County**

**14**

Riders Club of America

222 Third Avenue SE, #220  
Cedar Rapids, Iowa 52401  
319-365-1511

**Contact:** Martin Wissenberg  
**Eligibility:** 55 years of age or older  
**Cost:** Annual fee and prepaid cost per destination

Volunteers provide transportation for any destination within the Cedar Rapids Metropolitan area, 24/7. System requires at least 24 hours notice for each ride request and before noon on the day preceding the ride request. Annual fee and prepaid cost per destination (~\$5). Must be ambulatory.

Volunteers provide transportation to seniors to help them remain in their homes. Two working days advance notice when requesting services.

Taxicabs operating in Linn and surrounding counties:

- \*American Class Taxi, 363-8294
- \*Century Cab Company, 365-0505
- \*Master Cab of Iowa, 365-9000
- \*Yellow Cab Company, 365-1444

**Linn County**

**15**

**Subsidized Transportation Programs operating in Cedar Rapids Metro Area:**

Coalition to Augment the Bus System (CABS)

P.O. Box 8083  
Cedar Rapids, IA 52408-8083  
319-365-9941 ext. 137

**Contact:** Gina Johnson  
**Eligibility:** Transportation program for people with disabilities. Referral-based program or documentation of disability from physician required.  
**Cost:** Application fee \$10

CABS passes are to be used when fixed-route and demand-response public transit system are not operating.

Job Access Reverse Commute (JARC)

P.O. Box 8083  
Cedar Rapids, Iowa 52408-8083

**Eligibility:** Referral-based program for low-income families needing transportation to work, school and life skill classes. Referrals could come from human service Providers such as the Dept of Human Services (DHS), counselors or employment agencies such as Iowa Workforce Development (IWD).  
**Cost:** Transportation fees are progressive from "free" the first month.

JARC program is limited to 10 months of transportation support. Public transportation providers are utilized to provide transportation service.



**Washington County**

**16**

**Washington County Mini Bus**

1010 West Fifth  
Washington, Iowa 52353  
319-653-2853

**Contact:** Terri Huffman

**Eligibility:** All persons

**Cost:** \$2.50/one-way fare within each of the following cities:  
Washington, Wellman, Riverside and Kalona. Other  
rates are dependant on mileage and destination.

Washington County Mini Bus is a demand-response public transit provider operating on behalf of East Central Iowa Transit. Washington County Mini Bus operates in Washington County and surrounding communities and is open to the public.

**Washington County Ambulance Wheelchair Van Service**

1120 N 8th Avenue  
Washington, Iowa 52353  
319-653-2047

**Contact:** Dispatch

**Eligibility:** All persons

**Cost:** In County: \$30one way, \$45 round trip.  
Out of county: \$30 one way,\$45 round trip plus \$1.50  
per mile

Washington County Mini Bus is a demand-response public transit provider operating on behalf of East Central Iowa Transit. Washington County Mini Bus operates in Washington County and surrounding communities and is open to the public.

**Regional and State Transportation Resources**

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**Office of Public Transit, Iowa Department of Transportation**

800 Lincoln Way  
Ames, Iowa 50010  
515-233-7870  
[www.iatransit.com](http://www.iatransit.com)

Iowa Office of Public Transit administers federal and state transit grants and provides technical assistance to Iowa's 19 urban public transit systems and 16 regional public transit systems. Every county in Iowa is served by a regional system. Large urban, regional and small urban transit agencies are listed online.

**Burlington Trailways**

906 Broadway  
P.O Box 531  
West Burlington, Iowa 52655-0531  
319-753-2864 or 800-992-4618  
[www.burlingtontrailways.com](http://www.burlingtontrailways.com)

Burlington Trailways is an intercity bus service providing transportation across Iowa and surrounding states.

**Greyhound Lines**

P.O. Box 660362  
Dallas, Texas 75266-0362  
800-231-2222  
[www.greyhound.com](http://www.greyhound.com)

Greyhound Lines is an intercity bus service providing transportation across Iowa and surrounding states.

## Medical Transportation for Those Qualified

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### Disabled American Veteran Transportation (VA)

601 Highway 6W  
Iowa City, Iowa 52246  
319-339-706 or 800-637-0128

**Contact:** DAV Van Office

**Eligibility:** Eligible veterans who have a scheduled appointment at the VA

**Cost:** Free to those who qualify

Clients must have a scheduled appointment at Veteran's Administration Medical Center.

### IowaCare Assistance Center-Patient Transportation

University of Iowa Hospitals & Clinics  
Iowa City, Iowa 52242  
319-356-2346  
[www.uihealthcare.com](http://www.uihealthcare.com)

**Contact:** Patient Transportation

**Contact:** Local DHS provider for more information regarding IowaCare benefits and eligibility

**Eligibility:** Must have IowaCare benefits. It is best to schedule your ride when you schedule your medical appointment

**Cost:** Free to those who qualify for IowaCare benefits

Free transportation for scheduled appointments at the University of Iowa Hospitals and Clinics for qualified IowaCare patients.

### Medicaid Transportation Benefit

**Contact:** If you currently receive Medicaid benefits, contact your case manager. If you do not currently receive Medicaid benefits, contact the DHS office in your county.

## Medical Transportation for Those Qualified

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### American Cancer Society

Road to Recovery  
800-ACS-2345 or 319-365-5242  
[www.cancer.org](http://www.cancer.org)

**Contact:** Road to Recovery

**Eligibility:** Cancer patients

**Cost:** Free

Volunteers assist cancer patients and their families with transportation to and from treatment facilities and medical appointments, as available. Five working days notice is recommended. Patients must be ambulatory.

### Access to Recovery

Iowa Department of Public Health  
866-923-1085  
[www.idph.state.ia.us/atr](http://www.idph.state.ia.us/atr)

**Contact:** County public health department where you are receiving substance or alcohol treatment.

**Eligibility:** 18+ years old, Iowa resident, diagnosed with substance abuse problem, at or below 200% Federal Poverty Level

Contact the Care Coordinator who administers the program in the county in which you are seeking treatment. A recovery plan will be developed after applicants are determined eligible. Transportation benefits are included in a list of supportive services.

## Employment and Driver Safety Programs

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### Ways to Work Loan Program

Horizons

810-5<sup>th</sup> Street SE

Cedar Rapids, Iowa 52401

319-398-3576 or 800-826-3574

[www.horizonsfamily.org](http://www.horizonsfamily.org)

**Contact:** Kathi Moss

**Eligibility:** Determined by application from residents of Linn, Benton, Iowa, Jones, Cedar or Washington Counties.

**Cost:** Loan terms will be determined.

Program provides small loans for vehicles or other purposes that allow low income families to stay on the job or in school.

### AARP Driver Safety Program

State of Iowa

888-OUR-AARP or 888-687-2277

[www.aarp.org](http://www.aarp.org)

Programs and classes include *We Need to Talk*, *CarFit* and *Driver Safety Program*.

### Driving Retirement: Planning and Making It Work

Iowa Department of Transportation

[www.dot.state.ia.us/mvd/ods/drivingretirement.pdf](http://www.dot.state.ia.us/mvd/ods/drivingretirement.pdf)

This brochure is targeted to the older adult and provides worksheets to assist individuals in identifying their transportation options and developing a personal transportation plan.

### Safe and Mobile Seniors

The IDOT website devoted to transportation need of Iowa seniors and disabled: [www.iowasafeandmobileseniors.com](http://www.iowasafeandmobileseniors.com)

## National Transportation Resources

21

### National Center on Senior Transportation (NCST)

[www.seniortransportation.net](http://www.seniortransportation.net)

NCST assists in the development, collection and distribution of information and resources for communities, transportation providers, state and local governments, aging and human service providers, and older adults and their caregivers. Technical assistance, research toward solutions, strategic communications and building partnerships among stakeholders are additional functions of the center.

### Project Action, Easter Seals

[www.projectaction.org](http://www.projectaction.org)

800-659-6428 or 202-347-3066

Project Seals Project Action's mission is to promote universal access to transportation for people with disabilities under federal law and beyond by partnering with transportation providers, the disability community and others through the provision of training, technical assistance, applied research, outreach and communication.

### Community Transportation Association of America (CTAA)

[www.ctaa.org](http://www.ctaa.org)

800-891-0590

CTAA is a resource for information and assistance in strengthening public and community transportation networks.

### United We Ride

[www.unitedweride.gov](http://www.unitedweride.gov)

800-527-8279

United We Ride is an interagency federal initiative supporting states & localities in developing coordinated human service delivery systems.

### FTA Region 7 Office

816-329-3920

Mokhtee Ahmad, Regional Administrator

901 Locust, Room 404

Kansas City, MO 64106

**Glossary of Transit Terms****22**

Notes

**Accessibility:**

The extent to which places and equipment, including transit vehicles, are barrier-free and can be used by people who have disabilities, including those who use wheelchairs.

**Fixed-route:**

Transit services where vehicles run on regular, predetermined, prescheduled routes, with no variation. Fixed-route services typically use printed schedules or timetables and designated bus stops where passengers board and get off the vehicle.

**Demand-Response Service:**

Transit service that allows passengers to request transportation from a specific location to another specific location at a certain time. Vehicles providing demand-response service do not follow a fixed-route, but travel throughout the community transporting passengers according to their specific requests.

**Complementary Paratransit:**

Paratransit service that is required as part of the Americans with Disabilities Act (ADA) to complement, or serve in addition to, already available fixed-route transit service.

**Volunteer Transportation:**

Volunteer transportation programs provide an organized method for volunteer drivers to help seniors within their community. Volunteer transportation fills the gap in service that cannot be met by traditional transit services by offering more support to senior passengers who have limitations.

Notes

If you have questions, or would like additional copies of this brochure, please contact:

Human Services Transportation Advisory Group  
**HSTAG**



Information provided by:

Human Services Transportation Advisory Group and  
the East Central Iowa Council of Governments

**ECICOG**  
EAST CENTRAL IOWA  
COUNCIL OF GOVERNMENTS  
YOUR REGIONAL PLANNING AGENCY

c/o Gina Johnson  
Mobility Manager, ECICOG  
700 16th St NE, Suite 301  
Cedar Rapids, IA 52402  
Phone: 319-365-9941 ext. 137

[www.ecicog.org/hstag](http://www.ecicog.org/hstag)

Second printing, January, 2010



## APPENDIX 6: 2008 FORUM AGENDA

### COMMUNITY TRANSPORTATION FORUM HALLAGAN EDUCATION CENTER, MERCY MEDICAL CENTER MAY 7, 2008

#### AGENDA

9:00 – 9:15 AM:	Welcome & Introductions (Sam Shea)
9:15 – 10:15 AM:	“Human Services Transportation Overview & Panel on Local & State Transportation Initiatives” (Sam Shea, Mike Barnhart, Amy McNeal and Peter Hallock)
10:15 – 10:30 AM:	Break
10:30 – 12:00:	Keynote: “Mobility Management & Coordinated Systems” (Carolyn Jeskey & Dave Cyra)
12:00 – 1:00:	Lunch (On Your Own)
1:00 – 1:45:	“Medicaid Transportation Reimbursement – Where is it Heading?” (Paul Hanley)
1:45 – 3:15:	“Consumer Scenarios Problem Solving Discussion” (with Carolyn Jeskey)
3:15 – 3:30:	Forum Wrap-Up/Next Steps (Sam Shea)

**Welcome to the Training Session:**

**Mobility Management and How to Make it Work**

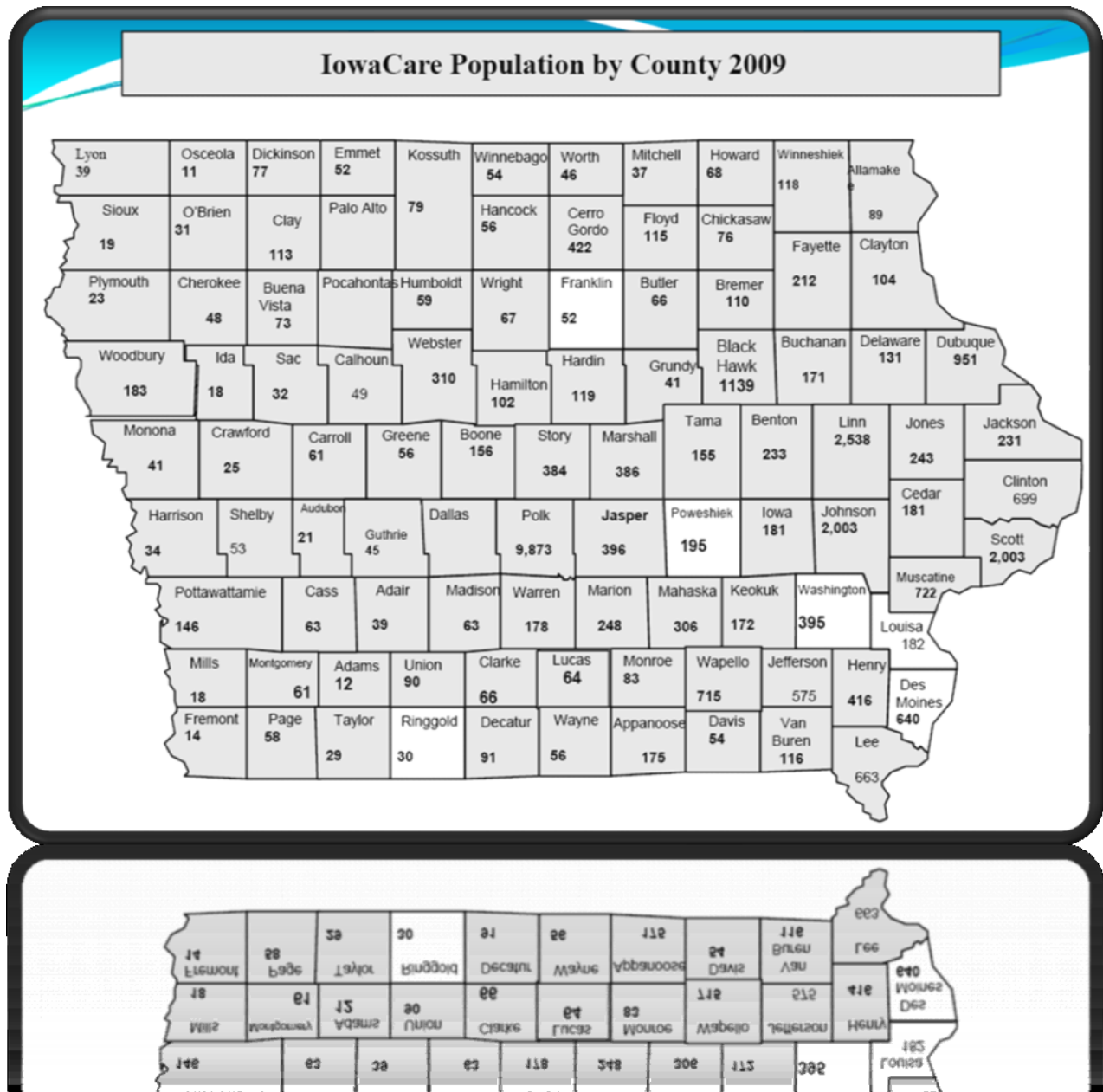
Iowa Workforce Development Center

Tuesday, May 6, 2008

10:30 A.M. until 3:30 P.M.

- 10:30 Welcome, Introductions & Expectations**
- Ann Hearn, Linn County Community Services
- Carolyn Jeskey, Joblinks Director, Community Transportation Association of America
- Dave Cyra, United We Ride Ambassador
- 11:00 Overview of Mobility Management and the Opportunities for Meeting Community Mobility Needs**
- Dave Cyra
- 11:30 Models of Mobility Management**
- Mobility Management in Louisville*  
Nancy Snow, Mobility Manager, Transit Authority for River City (TARC)
- Mobility Management Centers*  
Dave Cyra
- 12:30 LUNCH**
- 1:15 Customer Service and Customer Satisfaction**
- One-on-One Trip Planning and the Role of the Transportation Resources Coordinator*  
Carolyn Jeskey
- Improving Quality of Service*  
Dave Cyra
- 2:00 Discussion: How could Mobility Management Meet Cedar Rapids' Vision, Mission, Needs and Resources**
- 2:45 How do we get started?**

## APPENDIX 7: IOWACARE POPULATION BY COUNTY





## APPENDIX 8: PASS STATISTICS AND SUMMARY OF KEY ACTIONS




THE EASTERN IOWA AIRPORT  
CEDAR RAPIDS

### ANNUAL PASSENGER STATISTICS

CALENDAR YEAR	PASSENGERS ENPLANED	PASSENGERS DEPLANED	TOTAL PASSENGERS	AVERAGE PASSENGERS PER DAY	% CHANGE FROM PRIOR CY
1974	194,954	194,665	389,619	1,067	---
1975	195,856	195,172	391,028	1,071	0.4%
1976	213,623	215,334	428,957	1,175	9.7%
1977	235,422	236,667	472,089	1,293	10.1%
1978	264,344	262,279	526,623	1,443	11.6%
1979	263,028	265,553	528,581	1,448	0.4%
1980	248,285	250,536	498,821	1,367	-5.6%
1981	209,014	207,487	416,501	1,141	-16.5%
1982	196,391	195,701	392,092	1,074	-5.9%
1983	211,489	211,374	422,863	1,159	7.8%
1984	248,995	247,465	496,460	1,360	17.4%
1985	279,387	273,890	553,277	1,516	11.4%
1986	396,499	395,546	792,045	2,170	43.2%
1987	409,652	409,836	819,488	2,245	3.5%
1988	382,476	382,728	765,204	2,096	-6.6%
1989	366,861	367,298	734,159	2,011	-4.1%
1990	408,026	402,896	810,922	2,222	10.5%
1991	387,471	391,736	779,207	2,135	-3.9%
1992	396,884	396,465	793,349	2,174	1.8%
1993	385,384	383,919	769,303	2,108	-3.0%
1994	395,111	393,934	789,045	2,162	2.6%
1995	394,082	394,630	788,712	2,161	0.0%
1996	414,711	415,049	829,760	2,273	5.2%
1997	447,047	445,805	892,852	2,446	7.6%
1998	467,150	469,826	936,976	2,567	4.9%
1999	465,182	460,757	925,939	2,537	-1.2%
2000	503,664	497,555	1,001,219	2,743	8.1%
2001	443,344	434,979	878,323	2,406	-12.3%
2002	441,119	436,128	877,247	2,403	-0.1%
2003	461,827	460,159	921,986	2,526	5.1%
2004	471,377	467,178	938,555	2,571	1.8%
2005	502,518	501,747	1,004,265	2,751	7.0%
2006	510,714	513,158	1,023,872	2,805	2.0%
2007	531,256	528,864	1,060,120	2,904	3.5%
2008	499,269	492,243	991,512	2,716	-6.5%

# AIRPORT OPERATIONS SUMMARY OF KEY ACTIVITIES

October 2009

 THE EASTERN IOWA AIRPORT CEDAR RAPIDS	Month			Year-to-Date		
	Oct-09	Oct-08	% Change	2009	2008	% Change
<b>ENPLANED PASSENGERS</b>						
Allegiant	4,096	3,847	6.5%	69,822	49,139	42.1%
American Eagle	12,590	13,232	-4.9%	112,955	130,027	-13.1%
Delta	8,214	11,043	-25.6%	99,257	120,264	-17.5%
United Express	12,825	12,393	3.5%	114,727	116,255	-1.3%
Charters	399	490	-18.6%	1,855	1,638	13.2%
<b>Enplaned Passenger Total</b>	<b>38,124</b>	<b>41,005</b>	<b>-7.0%</b>	<b>398,616</b>	<b>417,323</b>	<b>-4.5%</b>
<b>LANDED WEIGHT (1,000 LB UNITS)</b>						
Allegiant	4,027	3,767	6.9%	71,860	50,220	43.1%
American Eagle	17,780	18,959	-6.2%	180,221	171,415	5.1%
Delta	11,168	14,879	-24.9%	139,764	162,618	-14.1%
United Express	17,833	18,213	-2.1%	164,893	167,416	-1.5%
Charters	969	1,168	-17.0%	5,373	4,462	20.4%
<b>Subtotal</b>	<b>51,776</b>	<b>56,985</b>	<b>-9.1%</b>	<b>562,109</b>	<b>556,132</b>	<b>1.1%</b>
DHL Express	1,161	4,589	-74.7%	10,768	42,985	-74.9%
Federal Express	7,496	10,737	-30.2%	72,675	96,769	-24.9%
United Parcel Service	13,369	5,692	134.9%	117,442	58,145	102.0%
Misc. Cargo	833	-	100.0%	8,269	130	6277.7%
<b>Subtotal</b>	<b>22,859</b>	<b>21,018</b>	<b>8.8%</b>	<b>209,154</b>	<b>198,029</b>	<b>5.6%</b>
<b>Landed Weight Total</b>	<b>74,635</b>	<b>78,003</b>	<b>-4.3%</b>	<b>771,264</b>	<b>754,161</b>	<b>2.3%</b>
<b>LANDINGS</b>						
Allegiant	29	27	7.4%	516	360	43.3%
American Eagle	408	441	-7.5%	4,166	4,033	3.3%
Delta	238	337	-29.4%	3,071	3,388	-9.4%
United Express	312	309	1.0%	2,993	2,898	3.3%
Charters	7	8	-12.5%	62	42	47.6%
<b>Subtotal</b>	<b>994</b>	<b>1,122</b>	<b>-11.4%</b>	<b>10,808</b>	<b>10,721</b>	<b>0.8%</b>
DHL Express	45	45	0.0%	423	427	-0.9%
Federal Express	46	66	-30.3%	447	595	-24.9%
United Parcel Service	45	26	73.1%	402	260	54.6%
Misc. Cargo	35	-	100.0%	320	12	2566.7%
<b>Subtotal</b>	<b>171</b>	<b>137</b>	<b>24.8%</b>	<b>1,592</b>	<b>1,294</b>	<b>23.0%</b>
<b>Landings Total</b>	<b>1,165</b>	<b>1,259</b>	<b>-7.5%</b>	<b>12,400</b>	<b>12,015</b>	<b>3.2%</b>
<b>ENPLANED FREIGHT / CARGO</b>						
American Eagle	-	911	-100.0%	6,590	9,290	-29.1%
Delta	739	1,896	-61.0%	9,174	22,590	-59.4%
United Express	-	-	0.0%	-	-	0.0%
<b>Subtotal</b>	<b>739</b>	<b>2,807</b>	<b>-73.7%</b>	<b>15,764</b>	<b>31,880</b>	<b>-50.6%</b>
DHL Express	147,446	560,682	-73.7%	1,270,433	4,774,823	-73.4%
Federal Express	982,585	1,606,602	-38.8%	9,611,952	14,218,143	-32.4%
United Parcel Service	828,624	533,460	55.3%	6,946,589	5,016,010	38.5%
Misc. Cargo	202,920	-	100.0%	2,076,399	-	100.0%
<b>Subtotal</b>	<b>2,161,575</b>	<b>2,700,744</b>	<b>-20.0%</b>	<b>19,905,373</b>	<b>24,008,976</b>	<b>-17.1%</b>
<b>Enplaned Cargo Total</b>	<b>2,162,314</b>	<b>2,703,551</b>	<b>-20.0%</b>	<b>19,921,137</b>	<b>24,040,856</b>	<b>-17.1%</b>

## APPENDIX 9: HSTAG BROCHURE



## HSTAG

**History**  
In March of 2007, United Way of East Central Iowa, East Central Iowa Council of Governments (ECICOG) and Corridor MPO partnered together to form HSTAG - a group of health and human services and transportation providers that identify community transportation needs and provide input on locally developed, coordinated public transportation plans. The Passenger Transportation Plans (PTPs) are located on ECICOG and Corridor MPO websites.

**Mobility Management**  
HSTAG embraces a mobility management concept, which is a strategic approach to managing transportation resources that emphasizes moving people instead of vehicles. This customer-based transit paradigm shift focuses on establishing a coordinated service delivery network to achieve connectivity for customers and efficiency for taxpayers.

**2009 – 2010 Goals**

- ✓ Develop website of transportation resources
- ✓ Develop Riders' Handbook for the region
- ✓ Develop Travel Training Program
- ✓ Develop ADA Customer Service Curriculum
- ✓ Connect persons to appropriate, available transportation options
- ✓ Advocate on behalf of vulnerable populations for continued and improved transportation
- ✓ Seek new partnerships in the region
- ✓ Identify new funding opportunities
- ✓ Maintain and enhance existing transportation service
- ✓ Continue to educate HSTAG members and consumers

**Questions?**  
Contact Gina Johnson, Mobility Manager, 319-365-9941 ext. 137 or [Gina.Johnson@ecicog.org](mailto:Gina.Johnson@ecicog.org) with questions or to join our efforts.





[www.ecicog.org/hstag](http://www.ecicog.org/hstag)
[www.corridormpo.com](http://www.corridormpo.com)
[www.uweci.org](http://www.uweci.org)

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## APPENDIX 10: LINN COUNTY RESOURCE SHEET

Name & Location	Phone Number	Days/Hours	Services Provided
<b>Aging Services, Inc.</b> 800 First Street NW Cedar Rapids, IA 52405	398-3644	Office hours: Monday through Friday from 8:00 AM to 4:30 PM. Transportation available between 8:00 AM and 4:30 PM. To schedule rides, call transportation coordinator on Monday through Friday from 8:00 AM to noon.	Volunteers provide transportation for medical appointments, pharmacies, grocery stores, farmers' market and food bank only. Five working days notice is appreciated. No cost. Must be 60 years of age or older. Must be ambulatory.
American Cancer Society Road to Recovery	319-365-5242	Assistance available 24 hours per day, seven days per week (cancer patient must place request!).	Volunteers provide transportation for cancer patients to get to treatment and medical appointments, as available. Five working days notice is required. Patients must be ambulatory. Phone number is strictly for Iowa. <a href="http://www.cancer.org">www.cancer.org</a>
Burlington Bus Line 2515 Arthur Collins Parkway SW Eastern Iowa Airport Cedar Rapids, IA 52404	365-1609	Call for more information.	Morning and afternoon trip to Iowa City - \$8.50.
Cedar Rapids Transit Parking Lot #44 12 <sup>th</sup> Avenue & 2 <sup>nd</sup> Street SE Cedar Rapids, IA	286-5573	Assistance available Monday through Friday from 5:15 AM to 6:40 PM; Saturdays from 7:45 AM to 4:15 PM.	Bus transportation throughout Cedar Rapids, Marion and Hiawatha. Full fare cost is \$1.25. Reduced fare cost for seniors, persons with disabilities (with ID or Medicare card) is 50 cents. Children ages 0-4 ride free. 10 Ride Cards: \$4 half-fare, \$9 full-fare. 31 Day Passes: Adult \$30, Student \$25, TANF \$25, Elderly \$20, Disabled \$20. <a href="http://www.cedar-rapids.org/transit">www.cedar-rapids.org/transit</a> 

Name & Location	Phone Number	Days/Hours	Services Provided
<b>Coalition to Augment the Bus System (CABS)</b> Goodwill Industries of the Heartland 1441 Blairs Ferry Road NE Cedar Rapids, IA 52402	393-3434	Office hours: Monday through Friday from 7:30 AM to 4:00 PM. Transportation available 24 hours a day, seven days a week by contacting local taxicab companies.	Monetarily subsidized transportation for people with disabilities who are working or are in need of transportation for personal use. This is available to people with disabilities who don't live on a bus route or cannot access the bus. Referral based program OR documentation of disability from physician is required. Application fee is \$10. American Class Taxi, Century Cab, Master Cab of CR, and Yellow Cab.
<b>IowaCare Assistance Center – Patient Transportation</b> University of Iowa Hospitals & Clinics Iowa City, IA 52242 <a href="http://www.uihealthcare.com">www.uihealthcare.com</a>	(319) 356-2346	Office hours: Monday through Friday from 8:00 AM to 4:00 PM.	Free transportation for appointments scheduled at the University of Iowa Hospitals & Clinics for those meeting "IowaCare" patients. For more information about IowaCare benefits and coverage, call (319) 356-1000 or your local DHS office.
<b>Job Access Reverse Commute (JARC)</b> P.O. Box 8083 Cedar Rapids, IA 52408-8083	No telephone #; referral based program	Assistance available 24 hours per day, seven days per week.	Provides reduced cost transportation services to work, school, and life skill classes for low-income families. Time limit of ten months. Fees are progressive from "free" the first month. A qualified human services organization, counselor or temporary employment agency must refer all applicants.
<b>LIFTS</b> 625 31 <sup>st</sup> Avenue SW Cedar Rapids, IA 52404	892-5170	Office hours (dispatch) available Monday through Friday from 7:30 AM to 4:30 PM. No dispatch on Saturday. Transportation available Monday through Friday from 6:30 AM to 6:00 PM. Transportation is also provided on Saturday from 8:00 AM to 5:00 PM.	Bus transportation for the elderly and persons with disabilities in the Cedar Rapids metro area and the general public in rural Linn County for work, school, doctor appointments, grocery shopping, etc. Cost is \$2.00 each way. <a href="http://www.linncounty.org">www.linncounty.org</a> 

Name & Location	Phone Number	Days/Hours	Services Provided
<b>Linn County Veteran Affairs</b> 825 3 <sup>rd</sup> Street SW Cedar Rapids, IA 52404  <b>Temporary Location:</b> Linn County West 2500 Edgewood Road SW Cedar Rapids, IA 52404	892-5160	Assistance available Monday through Friday from 7:30 AM to 4:00 PM.	Assistance is granted to eligible veterans by referral to the Disabled American Veteran Transportation at the VA Medical Center in Iowa City. Client must have a scheduled appointment at the VAMC when they call. Appointments for a ride can be made by calling 319-339-7061 or by calling the VAMC at 1-800-637-0128 and asking for the DAV van office. Bus passes occasionally available to Cedar Rapids, Marion and Hiawatha. <a href="http://www.linncounty.org">www.linncounty.org</a>
<b>Master Cab of CR</b> 222 3 <sup>rd</sup> Street SE, Suite 503 Cedar Rapids, IA 52401	365-9000	Assistance available 24 hours per day, seven days per week.	Safe, courteous, customer-focused taxi service. Can transport wheelchairs, groups large and small. Special out of town rates. Can travel anywhere in the continental US. Regular taxi rates apply in metropolitan area.
<b>Neighborhood Transportation Services (NTS)</b> 404 17 <sup>th</sup> Street SE 2 <sup>nd</sup> Floor Cedar Rapids, IA 52401	286-5725	Office hours: Monday through Friday from 10:00 AM to 12:00 noon and 1:00 PM to 4:00 PM. Closed from 12:00 PM to 1:00 PM. Transportation available from 6:30 PM to 6:00 AM. Weekend rides provided after 5:00 PM Saturdays and all day Sunday.	Transportation only provided for work and school in Cedar Rapids and Marion. Rides must be scheduled 24 hours in advance. Weekend and Monday morning rides must be scheduled by 10:00 AM on Friday. Cost is \$5.00 per ride. Subsidies are available through the JARC Program (see JARC listing for details). 
<b>Riders Club of America</b> 222 3 <sup>rd</sup> Avenue SE, #220 Cedar Rapids, IA 52401	365-1511	Assistance available Monday through Friday from 9:00 AM to 3:00 PM. Transportation available 24 hours per day, seven days per week.	Volunteers provide transportation for any destination within the Cedar Rapids metro area, 24/7. System requires at least 24 hours notice for each ride request and before noon on the day preceding the ride request. Annual fee and pre-paid cost per destination (~\$5). Must be 55 years of age or older. Online scheduling available 24/7. <a href="http://www.myridersclub.com">www.myridersclub.com</a> .
<b>Southeast Iowa Wheelchair</b>	877-466-	Office hours: Monday through	24-hour wheelchair, ambulance and secure transport. All

Name & Location	Phone Number	Days/Hours	Services Provided
1132 1 <sup>st</sup> Street NW Cedar Rapids, IA 52405	0735 OR 366-1900	Friday from 8:00 AM to 5:00 PM. Transportation 24 hours a day, seven days a week.	vehicles equipped with oxygen. Call for fee schedule. <a href="http://www.seiowaambulance.com">www.seiowaambulance.com</a> 
<b>Southeast Linn Community Center</b> 108 South Washington Lisbon, IA 52253	455-2844	Assistance available Monday through Friday from 8:00 AM to 3:00 PM.	Transportation provided to area residents, 60 years of age or older through partial funding from Heritage Area Agency on Aging. The program is designed to provide transportation to seniors to allow them to remain living in the community. There is no cost to participants, please allow a two-day advance notice when requesting services. Services are limited to older adults living in Lisbon, Mount Vernon and the surrounding communities.
<b>Special K's Transport</b> 3109 6 <sup>th</sup> Street Marion, IA 52302	373-5555	Office hours: Monday through Friday from 7:00 AM to 5:00 PM. Transportation available 24 hours a day and holidays by appointment.	Wheelchair transports to doctor appointments, dialysis, weddings, funerals, church services and social events. Call for fee schedule. 
<b>Ways to Work Program</b> Horizons, A Family Service Alliance 819 5 <sup>th</sup> Street SE Cedar Rapids, IA 52401	398-3576	Assistance available Monday through Thursday from 8:00 AM to 8:00 PM and Friday, from 8:00 AM to 5:00 PM.	Low-interest loans for cars, car repairs. Eligibility determined through application process. This program is <u>not</u> an emergency loan program.



## APPENDIX 11: REGIONAL RIDERS' GUIDE

### EAST CENTRAL IOWA COUNCIL OF GOVERNMENTS

#### East Central Iowa Transit's Regional Riders' Guide

East Central Iowa Transit was established in 1975 to provide demand-responsive, rural transit service in the counties of Benton, Iowa, Johnson, Jones, Linn and Washington. This regional transportation system is a brokered system that contracts with Benton County Transportation, Iowa County Transportation, Johnson County SEATS, Jones County JETS, Linn County LIFTS and Washington County Mini Bus. In addition, East Central Iowa Transit provides paratransit service under contract for elderly and disabled residents of Cedar Rapids, Iowa City, Coralville and University Heights.

The East Central Iowa Council of Governments (ECICOG) does not provide any direct transit service but is responsible for the administration, coordination and planning functions of the regional system. It is in this capacity that ECICOG developed a Regional Riders' Guide. This guide should be used as a resource that outlines the minimum expectation of transit personnel and riders.

Please direct questions and concerns to the respective county transit operator listed below or Gina Johnson, East Central Iowa Council of Governments, at 365-9941 ext. 137 or [gina.johnson@ecicog.org](mailto:gina.johnson@ecicog.org).

#### BENTON COUNTY TRANSPORTATION

(319) 472-2413

[bctrans@co.benton.ia.us](mailto:bctrans@co.benton.ia.us)

#### IOWA COUNTY TRANSPORTATION

(319) 642-7615

[icot@iowatelecom.net](mailto:icot@iowatelecom.net)

#### JOHNSON COUNTY SEATS

(319) 339-6128

[tbrase@co.johnson.ia.us](mailto:tbrase@co.johnson.ia.us)

#### JONES COUNTY JETS

(319) 462-2143

[JETS@co.jones.ia.us](mailto:JETS@co.jones.ia.us)

#### LINN COUNTY LIFTS

(319) 892-5170

[tom.hardecopf@linncounty.org](mailto:tom.hardecopf@linncounty.org)

#### WASHINGTON COUNTY MINI BUS

(319) 653-2853

[washminibus@iowatelecom.com](mailto:washminibus@iowatelecom.com)

### **Medical Oxygen**

Medical equipment, such as respirators or portable oxygen tanks, must be properly secured during transit.

### **Service Animals**

Guide dogs and other service animals must remain under control of their owner while traveling. Animals that are disruptive or dangerous to others may be removed.

### **Difficult or Dangerous Persons**

Service can be denied or suspended to a passenger who has become an eminent threat to the driver, the vehicle or fellow riders.

### **Common Wheelchair**

Americans with Disability Act (ADA) defines a “common wheelchair” as a mobility aid belonging to any class of three or four-wheeled devices, usable indoors, designed for use by individuals with mobility impairments, whether operated manually or powered. A “common wheelchair” does not exceed 30 inches in width and 48 inches in length measured two inches above the ground, and does not weigh more than 600 pounds when occupied.

Transit personnel will assist riders utilizing what is defined as a “common wheelchair” with boarding and disembarking, including pushing a manual wheelchair up a particularly steep ramp, if required.

### **Lift Operation**

Wheelchairs and similar mobility devices must have properly working brake systems, which must be engaged during transit. For safety reason, it is requested that electric-powered devices be backed onto lifts and that power be turned off during transport.

Lifts are available to all riders who cannot use the steps of the bus.

### **Personal Care Attendants and Companions**

Personal care attendants (PCAs) can travel with disabled riders free of charge. In addition, a companion can accompany ADA-eligible riders. Additional companions may be provided service if space is available. Please let the scheduler know if you will be traveling with a personal care attendant or companion.

### **Hours and Days of Operation**

Transit services are open to the public and will operate, at a minimum, Monday-Friday, 7:00 a.m.- 5:00 p.m.

### **Seatbelts & Wheelchair Securement**

Individuals riding in transit vehicles are required to use all seatbelts and shoulder harnesses that are available to them. Additionally, ADA requires transit personnel to use their best efforts to secure any mobility device that meets the definition of a common wheelchair. Lastly, transit operators cannot refuse to accommodate a common wheelchair because the wheelchair cannot be secured to the driver's satisfaction.

#### **Food & Drink**

Open food and drink containers are not allowed on the vehicles.

#### **Disclaimer**

ECICOG and its contracted transit providers have made every effort to make the information in this Rider's Guide as accurate as possible. We apologize for any errors or inaccuracies. Weather, breakdowns, accidents, construction, trains, or other unforeseen conditions may delay service or result in service cancellation without notice.

## APPENDIX 12: ADA CUSTOM SERVICE CURRICULUM

### Recommendations to CABS Task Force ADA Customer Service Training for Taxicab Drivers Wednesday, September 02, 2009

#### Recommendations:

- \*Title of training: ADA Etiquette, Law and Practices or Transportation Provisions of ADA: Etiquette, Law and Practices
- \*Make the requirement for ADA customer service training more clear in the taxicab ordinance
- \*Drivers be required to complete this training within 90 days of the new ordinance taking effect. Following the initial “mass” training, new hires and those renewing their license would be expected to complete the training within 90 days
- \*Develop a certificate or sticker that indicates completion of training
- \*3 hours for original and new hire training with a refresher training lasting 1 ½ or 2 hours
- \*Drivers should be knowledgeable about emergency shelter locations and be given ADA Information Hotline 1-800-514-0301 for questions
- \*Customer service surveys should be available to riders
- \*Driver training is recommended for all transportation providers. We start by developing training for taxi cab drivers
- \*Build training around *A.C.C.E.S.S. Matters* video, *Taxicab Pocket Guide* and volunteers from the disability community

#### Transportation Provisions of ADA: Etiquette, Law and Practices Training:

Introduction to Americans with Disability Act (ADA) and its History

Initial Conversation: What does respect and sensitivity mean to you?

Drivers complete *A.C.C.E.S.S. Matters* worksheet

Discussion follows

View Video: Scenario 1

Drivers complete *A.C.C.E.S.S. Matters* worksheet

Discussion follows

View Video: Scenario 2

Drivers complete *A.C.C.E.S.S. Matters* worksheet

Discussion follows

View Video: Scenario 3

Drivers complete *A.C.C.E.S.S. Matters* worksheet

Discussion follows

Overview of Six Tips from *Taxicab Pocket Guide* and Seniors & Cognitive Impairments

Volunteer Speaker/Presenter from disability community

Review Rights & Responsibilities of Drivers and Customers (back of *Taxicab Pocket Guide*)

Review take home resources: *Rights and Responsibilities of Transit Customers with Disabilities* and *Taxicab Pocket Guide*



**A.C.C.E.S.S. Matters:**  
**Accessibility,**  
**Communication,**  
**Cooperation, Excellence,**  
**Sensitivity, and Service**

### **PARTICIPANT WORKSHEET-TAXICAB**

**Instructions:** Before viewing the video, consider the following questions.

- What does sensitivity mean to you?
- What does respect mean to you?
- In what ways has your life been enriched by providing good customer service to people with disabilities?

**Instructions:** Play the video. Listen for the narrator's instructions for when to pause the video. When instructed to pause the video, use this form to write down your thoughts and/or questions. After the video, discuss your answers with your trainer or supervisor.

#### **Scenario 1**

What did the operator do well?

What could the operator have done differently?

#### **Scenario 2**

What did the operator do well?

What could the operator have done differently?

**Scenario 3**

What did the operator do well?

What could the operator have done differently?

**Instructions:** At the prompting of the narrator, pause the video and obtain from your trainer or supervisor your agency's policies on situations that occur that are out of your control, such as issues concerning weather conditions, taxi malfunctions, wheelchairs that are challenging to secure, unruly passengers, unruly service animals, and fare payment. If you have more than six policies to review, please write your comments on the back of this worksheet. Once these policies are obtained, consider the questions below for each policy. If the policies are not available in writing, discuss these policies and the questions below with your trainer or supervisor.

**Policy on \_\_\_\_\_**

In your opinion, to what degree does this policy adequately address assisting people with disabilities? 1 2 3 4 5 (1=low and 5=high)

If you answered a 3 or below, what suggestions could bus operators make to their transit agencies to improve this policy?

**Policy on \_\_\_\_\_**

In your opinion, to what degree does this policy adequately address assisting people with disabilities? 1 2 3 4 5 (1=low and 5=high)

If you answered a 3 or below, what suggestions could bus operators make to their transit agencies to improve this policy?

**Policy on \_\_\_\_\_**

In your opinion, to what degree does this policy adequately address assisting people with disabilities? 1 2 3 4 5 (1=low and 5=high)

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**Policy on \_\_\_\_\_**

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If you answered a 3 or below, what suggestions could bus operators make to their transit agencies to improve this policy?

**Policy on \_\_\_\_\_**

In your opinion, to what degree does this policy adequately address assisting people with disabilities? 1 2 3 4 5 (1=low and 5=high)

If you answered a 3 or below, what suggestions could bus operators make to their transit agencies to improve this policy?

**Instructions:** After the video, your trainer will give you copies of the documents titled, *Taxicab Pocket Guide*. If you are a self-learner, go to the A.S.S.E.S.S. CD on which you may read the documents and/or download them. If you need further clarification on these documents, talk with your trainer or supervisor.

*On behalf of the entire Easter Seals Project ACTION staff and the people with disabilities that you serve, we thank you for dedicating yourself to providing good customer service to people with disabilities. If we may be of assistance to you, please let us know. You may visit our website at [www.projectaction.org](http://www.projectaction.org), call our toll-free line at (800) 659-6428, or send an email to [projectaction@easterseals.com](mailto:projectaction@easterseals.com).*



## APPENDIX 13: TRANSIT PROVIDER SURVEYS

### Transportation Provider Survey

#### Agency Contact Information

Agency Name: Benton County Transportation  
 Contact: Mary Halstead  
 Address: 205 2<sup>nd</sup> Avenue  
Vinton, Iowa 52349  
 Phone No. 319 472-2413 Fax No. 319-472-2477  
 Email Address: bctrans@co.benton.ia.us

#### Service Information

Type of Service (demand responsive, fixed route): Demand response and fixed routes  
 Service Hours: 6:30 a.m.-6:00 p.m.  
 Annual Ridership: 26,000 Annual Revenue Miles: 107000  
 Annual Operating Cost: \$235,052  
 Number of Employees: Full-time 2 Part-time 11  
 Number of Vehicles: 10 Number of Vehicles Used at Peak Hours: 7

#### Service Needs

Identify the unmet needs of your agency and/or your service area: \_\_\_\_\_  
Affordable medical trips for the general public-out of county chemotherapy, radiation and dialysis  
Funding for HeadStart rides

#### Recommended Projects for FY 2011-2014

(Note equipment/operating needs below and vehicle needs on page 2)

Project Description	Type*	Estimated Cost	Estimated Year	Recommended Funding Source**

\* Type Codes: O = Operations, C = Capital, P = Planning

\*\* Funding Source Codes: FTA Programs: 5307 = Urbanized Formula, 5309 = Capital Investment Grants, 5310 = Special Needs, 5311 = Non-Urbanized Formula, 5316 = Job Access/Reverse Commute, 5317 = New Freedom, 5339 = Alternative Analysis Funding. ICCAP = Iowa's Clean Air Attainment. STA Programs: STA-F = State Transit Formula, STA-S = State Transit Special Projects, PTIG = Public Transit Infrastructure Grant. STP = Surface Transportation Program (flex funds). HHS Programs: HS = Head Start, OAA = Older Americans Act, WTF = Welfare to Work. DHS = Dept. of Homeland Security.



## FLEET UTILIZATION ANALYSIS

Transportation Provider: Benton County Transit

Vehicle: Model Year/Body Manufacturer and Model	Fleet ID	No. of Seats/Wheel chairs	Base Location (Where is it housed)	What Type of Service is it Providing?	No. of Hours per Week Used	Is it Used Evg/Wknd	Vehicle Equipment (see codes below)	Mileage as of today	Year for Replaceme nt (2011-2014)
Example: 1996 El Dorado Aerotech	157	20/3	Story City	HS	35	Evg.	L; MR; F; SC	279,633	2011
1995 Ford	109	9/1	Belle Plaine	DR/FR	25	No	L	114,933	2012
1995 Ford	201	9/1	Vinton	DR/FR	24	No	L	119,789	2012
1995 Ford van	202	13/0	Vinton	DR	When needed	No	O	130,370	2010
1995 Ford van	203	13/0	Belle Plaine	DR/FR	6	Yes	O	138,384	2011
1998 Ford	206	11/1	Vinton	DR/FR	20	No	L	208,376	2010
1998 Ford	207	11/1	Belle Plaine	DR/FR	30	No	L	229,384	2010
2001 Ford	208	17/2	Vinton	DR/FR	14	No	L	130,054	2013
2006 Ford	209	16/2	Vinton	DR/FR	40	No	L	42,590	2013
1996 Ford	300	17/2	Vinton	FR	10	No	L	164,070	2011
2009 Ford	301	16/2	Vinton	FR	10	No	L	4,256	2014

Service Type: HS = Head Start

Equipment Code: L = Wheelchair Lift; R = Wheelchair Ramp; MR = Mobile Radio; F = Farebox;

MDT = Mobile Data Terminal/Computer; SC = Security Camera

## Transportation Provider Survey

## Agency Contact Information

Agency Name: Iowa County Transportation  
 Contact: Sam Gipple  
 Address: PO Box 191, Marengo, IA 52301  
 Phone No. (319) 642-7615 Fax No. (319) 642-3883  
 Email Address: icot@iowatelecom.net

## Service Information

Type of Service (demand responsive, fixed route): Demand-response  
 Service Hours: 6:00 a.m. – 5:30 p.m.  
 Annual Ridership: 27,538 Annual Revenue Miles: 152,606  
 Annual Operating Cost: 232,911  
 Number of Employees: Full-time 1 Part-time 8  
 Number of Vehicles: 8 Number of Vehicles Used at Peak Hours: 8

## Service Needs

Identify the unmet needs of your agency and/or your service area: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

## Recommended Projects for FY 2011-2014

(Note equipment/operating needs below and vehicle needs on page 2)

Project Description	Type*	Estimated Cost	Estimated Year	Recommended Funding Source**
Radio Replacement	C	8295	2011	5309; STA-S
PC Replacement	C	4000	2012	5309; STA-S

\* Type Codes: O = Operations, C = Capital, P = Planning

\*\* Funding Source Codes: FTA Programs: 5307 = Urbanized Formula, 5309 = Capital Investment Grants, 5310 = Special Needs, 5311 = Non-Urbanized Formula, 5316 = Job Access/Reverse Commute, 5317 = New Freedom, 5339 = Alternative Analysis Funding. ICCAP = Iowa's Clean Air Attainment. STA Programs: STA-F = State Transit Formula, STA-S = State Transit Special Projects, PTIG = Public Transit Infrastructure Grant. STP = Surface Transportation Program (flex funds). HHS Programs: HS = Head Start, OAA = Older Americans Act, WTF = Welfare to Work. DHS = Dept. of Homeland Security.

## FLEET UTILIZATION ANALYSIS

Transportation Provider: Iowa County Transportation

<b>Vehicle: Model Year/Body Manufacturer and Model</b>	<b>Fleet ID</b>	<b>No. of Seats/Wheel chairs</b>	<b>Base Location (Where is it housed)</b>	<b>What Type of Service is it Providing?</b>	<b>No. of Hours per Week Used</b>	<b>Is it Used Evg/Wknd</b>	<b>Vehicle Equipment (see codes below)</b>	<b>Mileage as of today</b>	<b>Year for Replaceme nt (2011-2014)</b>
1996 El Dorado Aerolite	113	9/1	Marengo	General	20	No	L; MR	239,175	2012
1998 Supreme Candidate	116	11/1	Williamsburg	General	20	No	L; MR	170,743	2010
1999 Dodge 3500 Van	117	14/0	Marengo	General	20	No	MR	186,697	2010
2002 Supreme StarTrans	119	20/3	Williamsburg	General	20	No	L; MR	186,760	2011
2004 Chevy Venture Mini-Van	210	5/0	Williamsburg	General	20	No	MR	98965	2012
2006 Supreme StarTrans	211	12/3	Marengo	General	20	No	L; MR	72099	2013
2007 Supreme StarTrans	212	16/4	Marengo	General	20	No	L; MR	75811	2014
2009 El Dorado AeroTech	213	16/4	Marengo	General	20	No	L; MR	5735	2015

Service Type: HS = Head Start

Equipment Code: L = Wheelchair Lift; R = Wheelchair Ramp; MR = Mobile Radio; F = Farebox;

MDT = Mobile Data Terminal/Computer; SC = Security Camera

## Transportation Provider Survey

## Agency Contact Information

Agency Name: Johnson County SEATS  
 Contact: Tom Brase  
 Address: 4810 Melrose Avenue  
Iowa City, IA. 52246  
 Phone No. (319) 339-6128 ext. 8 Fax No. (319) 339-6185  
 Email Address: tbrase@co.johnson.ia.us

## Service Information

Type of Service (demand responsive, fixed route): Demand response

Service Hours: Depends on service: **In Iowa City, Coralville, and University Heights service is provided seven (7) days a week weather permitting:**

Monday – Friday: 6:00 a.m. to 10:30 p.m.

6:00 a.m. to 11:45 p.m. for Coralville

7 a.m., 11 a.m. and 4:30 p.m. for North Liberty

Saturday: 6:00 a.m. to 7:00 p.m. for Iowa City

7:15 a.m. to 7:30 p.m. for Coralville

Sunday: 8:00 a.m. to 2:00 p.m.

Holidays: Closed for: New Year's, Memorial Day, Independence Day, Labor Day, Thanksgiving, and Christmas. The times will vary for the following so please call SEATS 339-6128 for specific information: Martin Luther King, Jr. Day, Presidents Day, day after Thanksgiving, and the floating Christmas Holiday.

**North Liberty:** Hours for North Liberty are negotiated one hour on either side of fixed route times Monday - Friday.

In Rural Johnson County:

The *northern* part of Johnson County including **Solon, Shueyville, Swisher, Morse, Oasis**, and surrounding areas:

Monday, Tuesday, and Thursday from 8:30 a.m. - 4:30 p.m.

The *southern* part of Johnson County including **Lone Tree, Hills, Frytown, Sharon Center**, and surrounding areas:

Monday, Wednesday, and Friday from 8:30 a.m. - 4:30 p.m.

Rides to Senior Dining in Lone Tree are provided when site is open.

The *west central* part of Johnson County including **Oxford, Tiffin, Cosgrove** and surrounding areas:

Tuesday and Thursday from 8:30 a.m. - 4:30 p.m.

Annual Ridership: around 105,000 Annual Revenue Miles: Around 430,000

Annual Operating Cost: 1.8 million

Number of Employees: Full-time 18 Part-time 29

Number of Vehicles: 22 Number of Vehicles Used at Peak Hours: 18

### Service Needs

Identify the unmet needs of your agency and/or your service area:

Door through door for all services and there seems to be more demand for same day rides than we can provide for. In the rural service area: we do not have services for all the county every weekday, before 8 AM or after five PM services, and low floor easily accessible vehicles for those that walk on.

### Recommended Projects for FY 2011-2014

(Note equipment/operating needs below and vehicle needs on page 2)

Project Description	Type*	Estimated Cost	Estimated Year	Recommended Funding Source**
Rural Service expansion	5339 5316	150,000	2012	New Freedoms or JARC

\* Type Codes: O = Operations, C = Capital, P = Planning

\*\* Funding Source Codes: FTA Programs: 5307 = Urbanized Formula, 5309 = Capital Investment Grants, 5310 = Special Needs, 5311 = Non-Urbanized Formula, 5316 = Job Access/Reverse Commute, 5317 = New Freedom, 5339 = Alternative Analysis Funding. ICCAP = Iowa's Clean Air Attainment. STA Programs: STA-F = State Transit Formula, STA-S = State Transit Special Projects, PTIG = Public Transit Infrastructure Grant. STP = Surface Transportation Program (flex funds). HHS Programs: HS = Head Start, OAA = Older Americans Act, WTF = Welfare to Work. DHS = Dept. of Homeland Security.

FLEET UTILIZATION ANALYSIS

Transportation                      Johnson County SEATS

Provider:

Vehicle: Model Year/Body Manufacturer and Model	Fleet ID	No. of Seats/ Wheelchairs	Base Location (Where is it housed)	What Type of Service is it Providing?	No. of Hours per Week Used	Is it Used Evg/Wknd	Vehicle Equipment (see codes below)	Mileage as of today	Year for Replace ment (2011- 2014)
Ford / Econoline	230	16/3	Solon	Meal site & D/R	15	Mon, Tues, Thur.	L; MR; MDT	39,435	2012
Ford / Econoline	231	18/4	Johnson County	Demand Response	70	Every weekday	L; MR; MDT	79,600	2012
Ford/Club-Wagon XLT	283	14/0	Johnson County	Demand Response	15	Every weekday	L; MR; MDT	125,793	2010
Ford / Club-Wagon XLT	284	14/0	Johnson County	Demand Response	15	Every weekday	L; MR; MDT	133,339	2010
Ford Classic	322	18/4	Johnson County	Demand Response	70	Every weekday	L; MR; MDT	91,900	2012
FORD / EL DORADO	323	16/3	Lone Tree	Meal site & Demand Response	50	Every weekday	L; MR; MDT	20,005	2014
FORD/AEROTECH 200	324	18/4	Johnson County	Demand Response	70	Every weekday	L; MR; MDT	22,594	2014
Ford / Econoline	326	18/4	Johnson County	Demand Response	70	Every weekday	L; MR; MDT	1,398	2015
Ford / Econoline	327	18/4	Johnson County	Demand Response	70	Every weekday	L; MR; MDT	1,507	2015
Ford/Club-Wagon XLT	328	18/4	Johnson County	Demand Response	70	Every weekday	L; MR; MDT	605	2015

Service Type: HS = Head Start

Equipment Code: L = Wheelchair Lift; R = Wheelchair Ramp; MR = Mobile Radio; F = Farebox;

MDT = Mobile Data Terminal/Computer; SC = Security Camera

## Transportation Provider Survey

## Agency Contact Information

Agency Name: Jones County JETS  
 Contact: Kathy Koerperich  
 Address: 100 Park Blvd  
Anamosa, Iowa 52205  
 Phone No. 319-462-2143 Fax No. 319-462-5345  
 Email Address: jets@co.jones.ia.us

## Service Information

Type of Service (demand responsive, fixed route): Demand Response  
 Service Hours: Monday thru Friday 7:00 A.M. to 5:00 P.M.  
 Annual Ridership: 31,900 Annual Revenue Miles: 166,719  
 Annual Operating Cost: 311,775  
 Number of Employees: Full-time 2 Part-time 9  
 Number of Vehicles: 9 Number of Vehicles Used at Peak Hours: 9

## Service Needs

Identify the unmet needs of your agency and/or your service We are not always  
 area: \_\_\_\_\_  
able to keep up with all out of county transportation needs but we do the best we can to  
accommodate . The services that we take these people to will soon be available within  
our  
own county so this may not be an issue for long. (Dialysis, Pain and Wound clinic etc. )  
We do our best to keep in county transportation running smooth.  
-Adult Day Care rides to Cedar Rapids. -Monthly group trips to Cedar Rapids.

## Recommended Projects for FY 2011-2014

(Note equipment/operating needs below and vehicle needs on page 2)

Project Description	Type*	Estimated Cost	Estimated Year	Recommended Funding Source**

\* Type Codes: O = Operations, C= Capital, P = Planning

\*\* Funding Source Codes: FTA Programs: 5307 = Urbanized Formula, 5309 = Capital Investment Grants, 5310 = Special Needs, 5311 = Non-Urbanized Formula, 5316 = Job Access/Reverse Commute, 5317 = New Freedom, 5339 = Alternative Analysis Funding. ICCAP = Iowa's Clean Air Attainment. STA Programs: STA-F = State Transit Formula, STA-S= State Transit Special Projects, PTIG = Public Transit Infrastructure Grant. STP = Surface Transportation Program (flex funds). HHS Programs: HS = Head Start, OAA = Oder Americans Act, WTF = Welfare to Work. DHS = Dept. of Homeland Security.



FLEET UTILIZATION ANALYSIS

Transportation  
Provider:

JONES COUNTY JETS

<b>Vehicle: Model Year/Body Manufacturer and Model</b>	<b>Fleet ID</b>	<b>No. of Seats/Wheel chairs</b>	<b>Base Location (Where is it housed)</b>	<b>What Type of Service is it Providing?</b>	<b>No. of Hours per Week Used</b>	<b>Is it Used Evg/Wknd</b>	<b>Vehicle Equipment (see codes below)</b>	<b>Mileage as of today</b>	<b>Year for Replacement (2011-2014)</b>
Example: 1996 El Dorado Aerotech	157	20/3	Story City	HS	35	Evg.	L; MR; F; SC	279,633	2011
1999 Ford	148	10/2	Anamosa	A.S. / DR	10	N/A	L, MR, Cell	249,017	2009
2002 Chevy Venture	149	5/1	Monticello	DR /SP / DS	10	N/A	R, MR, Cell	176,964	2010
2004 Ford E Series	240	12 / 2	Monticello	AS / DR	40	N/A	L,MR,Cell	109,388	2011
2006 Ford Econoline	241	10/2	Anamosa	AS/DR/SP	30	N/A	L,MR,Cell	114,578	2011
2006 Ford Ecocoline	242	10/2	Monticello	AS/DR/SP	30	N/A	L,MR,Cell	93,168	2012
2006 Ford Econoline	243	10/2	Anamosa	DR/SP	40	N/A	L,MR,Cell	86,551	2012
2006 Ford Econoline	244	10/2	Anamosa	DR/AS/SP	40	N/A	L,MR,Cell	102,060	2013
2006 Ford Econoline	245	10/2	Anamosa	DR/DS	35	N/A	L,MR,Cell	90,754	2013
2009 Ford Eldorado	246	14/6	Monticello	DR/AS	40	N/A	L,MR,Cell	13,095	2014

Service Type: HS = Head Start AS= Advancement Services DR= Demand Response DS= Dialysis SP = Out of County Special Trips  
Equipment Code: L = Wheelchair Lift; R = Wheelchair Ramp; MR = Mobile Radio; F = Fare box;  
MDT = Mobile Data Terminal/Computer; SC = Security Camera

## Transportation Provider Survey

## Agency Contact Information

Agency Name: Linn County LIFTS  
 Contact: Tom Hardecopf  
 Address: 625 31<sup>st</sup> Ave SW  
Cedar Rapids, Iowa 52404  
 Phone No. 892-5170 Fax No. 892-5179  
 Email Address: tom.hardecopf@linncounty.org

## Service Information

Type of Service (demand responsive, fixed route): Demand Response  
 Service Hours: M-F 6:30am - 6pm Sat 8-5  
 Annual Ridership: 84,000 Annual Revenue Miles: 339333  
 Annual Operating Cost: 1663001  
 Number of Employees: Full-time 22 Part-time 2  
 Number of Vehicles: 24 Number of Vehicles Used at Peak Hours: 13

## Service Needs

Identify the unmet needs of your agency and/or your service area:

We need more service available during peak hours.

## Recommended Projects for FY 2011-2014

(Note equipment/operating needs below and vehicle needs on page 2)

Project Description	Type*	Estimated Cost	Estimated Year	Recommended Funding Source**

\* Type Codes: O = Operations, C = Capital, P = Planning

\*\* Funding Source Codes: FTA Programs: 5307 = Urbanized Formula, 5309 = Capital Investment Grants, 5310 = Special Needs, 5311 = Non-Urbanized Formula, 5316 = Job Access/Reverse Commute, 5317 = New Freedom, 5339 = Alternative Analysis Funding. ICCAP = Iowa's Clean Air Attainment. STA Programs: STA-F = State Transit Formula, STA-S = State Transit Special Projects, PTIG = Public Transit Infrastructure Grant. STP = Surface Transportation Program (flex funds). HHS Programs: HS = Head Start, OAA = Older Americans Act, WTF = Welfare to Work. DHS = Dept. of Homeland Security.

FLEET UTILIZATION ANALYSIS

Transportation Provider: Linn County LIFTS

Vehicle: Model Year/Body Manufacturer and Model	Fleet ID	No. of Seats/Wheelchairs	Base Location (Where is it housed)	What Type of Service is it Providing?	No. of Hours per Week Used	Is it Used Evg/Wknd	Vehicle Equipment (see codes below)	Mileage as of today	Year for Replacement (2011-2014)
Example: 1996 El Dorado Aerotech	157	20/3	Story City	HS	35	Evg.	L; MR; F; SC	279,633	2011
2001 Bluebird	45	24/4	Cedar Rapids	DR	32	N	MDT;L;MR;F	127222	2011
2002 Bluebird	46	22/8	Cedar Rapids	DR	32	N	MDT;l;MR;F	112020	2012
2000 Thomas	100	19/4	Cedr Rapids	DR	32	N	MDT;R;MR;F	79680	2011
2003 Bluebird	102	28/4	Cedar Rapids	DR	4	N	MDT;L;MR;F	116087	2013
2000 Thomas	200	19/4	Cedr Rapids	DR	32	N	MDT;R;MR;F	69900	2011
2001 Thomas	250	20/3	Cedar Rapids	DR	4	N	MDT;L;MR;F	216935	2011
2001 Thomas	251	20/3	Cedar Rapids	DR	4	N	MDT;L;MR;F	165650	2011
2001 Thomas	252	20/3	Cedar Rapids	DR	4	N	MDT;L;MR;F	8770	2011
2004 Freightliner	254	13/3	Cedar Rapids	DR	32	N	MDT;R;MR;F	136088	2011
2004 Freightliner	255	13 /4	Cedar Rapids	DR	32	N	MDT;R;MR;F	100985	2011
2006 Eldorado	256	16/3	Cedar Rpids	DR	12	Wkd	MDT;L;MR;F	92984	2012
2006 Eldorado	257	16/3	Cedar Rapids	DR	4	N	MDT;L;MR;	68983	2012
2007 Chevy Supreme	258	28/7	Cedar Rapids	DR	32	N	MDT;L;MR;F	5289376900	2014
2007 Chevy Supreme	259	28/7	Cedar Rapids	DR	32	N	MDT;L;MR;F	66598	2014
2009 Chevy Supreme	260	28/7	Cedar Rapids	DR	32	N	MDT;L;MR;F	27450	2016
2009 Eldorado Aerotech	261	18/4	Cedar Rapids	DR	40	Wkd	MDT;L;MR;F	10107	2016

# 2 0 1 1 - 2 0 1 5 P A S S E N G E R T R A N S P O R T A T I O N P L A N

Vehicle: Model Year/Body Manufacturer and Model	Fleet ID	No. of Seats/Wheelchairs	Base Location (Where is it housed)	What Type of Service is it Providing?	No. of Hours per Week Used	Is it Used Evg/Wknd	Vehicle Equipment (see codes below)	Mileage as of today	Year for Replacement (2011-2014)
2004 Freightliner	262	14/7	Cedar Rapids	DR	4	N	MDT;R;MR;F	38343	2016
1999 Thomas	299	21/3	Cedar Rapids	DR	4	N	MDT,R,MR,F	6254	2011
2000 Thomas	300	21/3	Cedar Rapids	DR	4	N	MDT,R,MR,F	76900	2011
2000 Thomas	301	21/3	Cedar Rapids	DR	4	N	MDT,R,MR,F	12140	2011
2009 Chevy Supreme	2401	25/12	Cedar Rapids	DR	32	N	MDT,R,MR,F	20562	2016
2009 Chevy Supreme	2402	25/12	Cedar Rapids	DR	32	N	MDT,R,MR,F	9792	2016
2009 Chevy Supreme	2403	25/12	Cedar Rapids	DR	32	N	MDT,R,MR,F	2409	2016
1993 Thomas	156	20/3	Cedar Rapids	DR	4	N	MDT,R,MR,F	343600	----
1999 Thomas	700	21/3	Cedar Rapids	DR	4	N	MDT,R,MR,F	99826	2011

## Transportation Provider Survey

## Agency Contact Information

Agency Name: Washington County Mini Bus  
 Contact: Terri Huffman  
 Address: 1010 West 5<sup>th</sup>  
Washington, Iowa  
 Phone No. 319-653-6703 Fax No. 319-653-6703  
 Email Address: washminibus@iowatelecom.net

## Service Information

Type of Service (demand responsive, fixed route): Demand and fixed  
 Service Hours: M-F, 7:00 a.m. to 5:00 p.m.  
 Annual Ridership: 83187 Annual Revenue Miles: 304935  
 Annual Operating Cost: \$666221.00  
 Number of Employees: Full-time 6 Part-time 16  
 Number of Vehicles: 15 Number of Vehicles Used at Peak Hours: 12

## Service Needs

Identify the unmet needs of your agency and/or your service area: \_\_\_\_\_

Not enough man power

## Recommended Projects for FY 2011-2014

(Note equipment/operating needs below and vehicle needs on page 2)

Project Description	Type*	Estimated Cost	Estimated Year	Recommended Funding Source**
11 mobile radios	0	3575.00	2011-2112	FTA AND STA
1 reaper	0	500.00	2011	FTA AND STA

\* Type Codes: O = Operations, C = Capital, P = Planning

\*\* Funding Source Codes: FTA Programs: 5307 = Urbanized Formula, 5309 = Capital Investment Grants, 5310 = Special Needs, 5311 = Non-Urbanized Formula, 5316 = Job Access/Reverse Commute, 5317 = New Freedom, 5339 = Alternative Analysis Funding. ICCAP = Iowa's Clean Air Attainment. STA Programs: STA-F = State Transit Formula, STA-S = State Transit Special Projects, PTIG = Public Transit Infrastructure Grant. STP = Surface Transportation Program (flex funds). HHS Programs: HS = Head Start, OAA = Older Americans Act, WTF = Welfare to Work. DHS = Dept. of Homeland Security.

# FLEET UTILIZATION ANALYSIS

Transportation Provider: Washington County Mini Bus

Vehicle: Model Year/Body Manufacturer and Model	Fleet ID	No. of Seats/Wheelchairs	Base Location (Where is it housed)	What Type of Service is it Providing?	No. of Hours per Week Used	Is it Used Evg/Wknd	Vehicle Equipment (see codes below)	Mileage as of today	Year for Replacement (2011-2014)
1998 Supreme Candidate	287	12	WCMB	School	40		L	256741	
Ford	288	-----	WCMB	Public				224579	
97 Ford	290	21	WCMB	Public	40		L	217968	2011
99 Ford E350	295	12	WCMB	Public	20		L	186020	2013
2002 Chevy Venture	296	5	WCMB	Public	20		R	181027	
2004 Ford E350	297	14	WCMB	Public	30		L	132690	
2004 Ford E350	298	14	WCMB	Public	30		L	134440	
2004 Ford E350	299	7/1	WCMB	Public	40		L	201856	2012
2005 Chevy Venture	380	3/1	WCMB	Public	35		R	204564	2014
2006 Ford E450	381	20	WCMB	Public	40		L	90674	
2006 Ford E350	382	10	WCMB	Public	30		L	85439	
2006 Ford E350	383	10	WCMB	Public	25		L	88640	
2006 Ford E450	384	18	WCMB	Public	25		L	53797	
2008 Ford 450	385	16	WCMB	Public	40		L	30871	
2010 Ford E450	386	18	WCMB	Public	0		L	565	
2010 Dodge Van	388	5	WCMB	Public	0		R	???	

Service Type: HS = Head Start

Equipment Code: L = Wheelchair Lift; R = Wheelchair Ramp; MR = Mobile Radio; F = Farebox;  
MDT = Mobile Data Terminal/Computer; SC = Security Camera

# Transportation Provider Survey Agency Contact Information

Agency Name: Cedar Rapids Transit  
Contact: Brad DeBrower  
Address: 427 8<sup>th</sup> St NW  
Cedar Rapids IA 52405  
Phone No. (319) 286-5560 Fax No. (319) 286-5509  
Email Address: b.debrower@cedar-rapids.org

## Service Information

Type of Service (demand responsive, fixed route): Fixed Route  
Service Hours: 5:30a – 6:40p  
Annual Ridership: 1,156,975 Annual Revenue Miles: 888,917  
Annual Operating Cost: \$8,000,000  
Number of Employees: Full-time 51 Part-time 0  
Number of Vehicles: 34 Number of Vehicles Used at Peak Hours: 21

## Service Needs

Identify the unmet needs of your agency and/or your service area:

Replacement buses; Increased service frequency; Expanded service hours;  
Replace or repair flood-damaged transit facilities

## Recommended Projects for FY 2011-2014

(Note equipment/operating needs below and vehicle needs on page 2)

Project Description	Type*	Estimated Cost	Estimated Year	Recommended Funding Source**
General Operations	O	\$32,000,000	2011-14	5307, STA
ADA Paratransit service	O	\$2,000,000	2011-14	5310
Replace 18 HD buses	C	\$6,552,000	2011-14	5307, 5309, STP
Replace 4 MD buses	C	\$568,000	2011-14	5307, 5309, STP
Replace 2 LD buses	C	\$146,000	2011-14	5307, 5309, STP
Replace 2 minivans	C	\$84,000	2011-14	5307, 5309, STP
Bus Garage Replacement	C	\$5,000,000	2011-12	PTIG
Construction of Intermodal Transit Facility	C	\$12,000,000	2011-13	5309, PTIG

\* Type Codes: O = Operations, C = Capital, P = Planning

\*\* Funding Source Codes: FTA Programs: 5307 = Urbanized Formula, 5309 = Capital Investment Grants, 5310 = Special Needs, 5311 = Non-Urbanized Formula, 5316 = Job Access/Reverse Commute, 5317 = New Freedom, 5339 = Alternative Analysis Funding. ICCAP = Iowa's Clean Air Attainment. STA Programs: STA-F = State Transit Formula, STA-S= State Transit Special Projects, PTIG = Public Transit Infrastructure Grant. STP = Surface Transportation Program (flex funds). HHS Programs: HS = Head Start, OAA = Oder Americans Act, WTF = Welfare to Work. DHS = Dept. of Homeland Security.



FLEET UTILIZATION ANALYSIS

Transportation Provider: CEDAR RAPIDS TRANSIT

Vehicle: Model Year/Body Manufacturer and Model	Fleet ID	No. of Seats/ Wheelchairs	Base Location (Where is it housed)	What Type of Service is it Providing?	No. of Hours per Week Used	Is it Used Evg/ Wknd	Vehicle Equipment (see codes below)	Lifetime Mileage as of 12/31/09	Year for Replacement (2011-2014)
1978 GMC RTS	12	35/2	CR Transit	Fixed Route	varies	Sat	L; MR; F; MDT;SC	890,797	2011
1978 GMC RTS	16	35/2	CR Transit	Fixed Route	varies	Sat	L; MR; F; MDT;SC	977,744	Funded
1978 GMC RTS	17	35/2	CR Transit	Fixed Route	varies	Sat	L; MR; F; MDT;SC	949,335	2011
1978 GMC RTS	19	35/2	CR Transit	Fixed Route	varies	Sat	L; MR; F; MDT;SC	953,608	2011
1978 GMC RTS	20	35/2	CR Transit	Fixed Route	varies	Sat	L; MR; F; MDT;SC	893,053	Funded
2001 Thomas	201	18/2	CR Transit	Fixed Route	varies	Sat	R; MR; F; MDT; SC	126,808	2012
2002 Thomas	202	31/2	CR Transit	Fixed Route	varies	Sat	R; MR; F; MDT; SC	62,472	2014
1990 GMC RTS	290	28/2	CR Transit	Fixed Route	varies	Sat	L; MR; F; MDT; SC	775,791	2011
2002 Thomas	302	31/2	CR Transit	Fixed Route	varies	Sat	R; MR; F; MDT; SC	74,489	2014
1989 Gillig Phantom	389	28/2	CR Transit	Fixed Route	varies	Sat	L; MR; F; MDT; SC	532,818	2011
1990 GMC RTS	390	28/2	CR Transit	Fixed Route	varies	Sat	L; MR; F; MDT; SC	757,043	2011
1979 GMC RTS	401	39/2	CR Transit	Fixed Route	varies	Sat	L; MR; F; MDT; SC	786,763	Funded
1979 GMC RTS	402	39/2	CR Transit	Fixed Route	varies	Sat	L; MR; F; MDT; SC	797,154	Funded
1990 GMC RTS	490	28/2	CR Transit	Fixed Route	varies	Sat	L; MR; F; MDT; SC	686,861	2011
2000 Thomas	500	18/2	CR Transit	Fixed Route	varies	Sat	R; MR; F; MDT; SC	101,501	2012
2002 Thomas	502	31/2	CR Transit	Fixed Route	varies	Sat	R; MR; F; MDT; SC	100,888	2014
1990 GMC RTS	590	28/2	CR Transit	Fixed Route	varies	Sat	L; MR; F; MDT; SC	761,779	2011
2000 Thomas	600	18/2	CR Transit	Fixed Route	varies	Sat	R; MR; F; MDT; SC	117,656	2012

# 2011 - 2015 PASSENGER TRANSPORTATION PLAN

Vehicle: Model Year/Body Manufacturer and Model	Fleet ID	No. of Seats/ Wheelchairs	Base Location (Where is it housed)	What Type of Service is it Providing?	No. of Hours per Week Used	Is it Used Evg/ Wknd	Vehicle Equipment (see codes below)	Lifetime Mileage as of 12/31/09	Year Replacement (2011-2014)
2001 Thomas	601	18/2	CR Transit	Fixed Route	varies	Sat	R; MR; F; MDT; SC	102,308	2012
1990 GMC RTS	690	28/2	CR Transit	Fixed Route	varies	Sat	L; MR; F; MDT; SC	764,946	2011
2001 Thomas	701	18/2	CR Transit	Fixed Route	varies	Sat	R; MR; F; MDT; SC	109,121	2012
2001 Thomas	801	18/2	CR Transit	Fixed Route	varies	Sat	R; MR; F; MDT; SC	104,566	2012
2001 Thomas	901	18/2	CR Transit	Fixed Route	varies	Sat	R; MR; F; MDT; SC	103,916	2012
2009 Gillig	2091	32/2	CR Transit	Fixed Route	varies	Sat	R; MR; F; SC	20,180	-
2009 Gillig	2092	32/2	CR Transit	Fixed Route	varies	Sat	R; MR; F; SC	21,176	-
2009 Gillig	2093	32/2	CR Transit	Fixed Route	varies	Sat	R; MR; F; SC	19,017	-
2009 Gillig	2094	32/2	CR Transit	Fixed Route	varies	Sat	R; MR; F; SC	21,655	-
1992 GMC RTS	2921	43/2	CR Transit	Fixed Route	varies	Sat	L; MR; F; SC	591,862	-
1992 GMC RTS	2922	43/2	CR Transit	Fixed Route	varies	Sat	L; MR; F; SC	109,907	-
1992 GMC RTS	2923	43/2	CR Transit	Fixed Route	varies	Sat	L; MR; F; SC	565,320	-
1992 GMC RTS	2924	43/2	CR Transit	Fixed Route	varies	Sat	L; MR; F; SC	624,240	-
1992 GMC RTS	2925	43/2	CR Transit	Fixed Route	varies	Sat	L; MR; F; SC	721,954	-
1992 GMC RTS	2926	43/2	CR Transit	Fixed Route	varies	Sat	L; MR; F; SC	674,993	-
1992 GMC RTS	2927	43/2	CR Transit	Fixed Route	varies	Sat	L; MR; F; SC	215,243	-
1992 GMC RTS	2928	43/2	CR Transit	Fixed Route	varies	Sat	L; MR; F; SC	696,613	-
									-
1994 Thomas	49	18/2	LIFTS	Paratransit	Varies	Sat	L; MR; F	320,048	-
2000 Thomas	100	18/2	LIFTS	Paratransit	Varies	Sat	L; MR; F	70,489	-
2001 Bluebird	102	18/2	LIFTS	Paratransit	Varies	Sat	L; MR; F	150,590	-
2000 Thomas	200	18/2	LIFTS	Paratransit	Varies	Sat	L; MR; F	59,676	-
1992 Wayne Int	922	29/2	LIFTS	Paratransit	Varies	Sat	L; MR; F	361,441	-
2009 Chev/Supreme	2401	28/4	LIFTS	Paratransit	Varies	Sat	L; MR; F	9036	-
2009 Chev/Supreme	2402	28/4	LIFTS	Paratransit	Varies	Sat	L; MR; F	927	-

# 2011 - 2015 PASSENGER TRANSPORTATION PLAN

Vehicle: Model Year/Body Manufacturer and Model	Fleet ID	No. of Seats/ Wheelchairs	Base Location (Where is it housed)	What Type of Service is it Providing?	No. of Hours per Week Used	Is it Used Evg/ Wknd	Vehicle Equipment (see codes below)	Lifetime Mileage as of 12/31/09	Year Replacement (2011-2014)
2009 Chev/Supreme	2403	28/4	LIFTS	Paratransit	Varies	Sat	L; MR; F	698	-
									-
2008 Chev Uplander	108	5/2	NTS	Night Service	Varies	Sat/ Sun	MR	38,549	-
1999 Dodge Caravan	199	7/0	NTS	Night Service	Varies	Sat/ Sun	MR	345,811	-
2002 Ford Supreme	265	14/2	NTS	Night Service	Varies	Sat/ Sun	MR	247,259	-
2002 Ford Supreme	267	14/2	NTS	Night Service	Varies	Sat/ Sun	MR	53,843	-
2008 Dodge Caravan	871	6/0	NTS	Night Service	Varies	Sat/ Sun	MR	60,705	-
2008 Dodge Caravan	872	6/0	NTS	Night Service	Varies	Sat/ Sun	MR	55,671	-
2008 Dodge Caravan	873	6/0	NTS	Night Service	Varies	Sat/ Sun	MR	52,810	-
2001 Eldorado National	9734	20/2	NTS	Night Service	Varies	Sat/ Sun	MR	260,742	-

Service Type: HS = Head Start

Equipment Code: L = Wheelchair Lift; R = Wheelchair Ramp; MR = Mobile Radio; F = Farebox;

MDT = Mobile Data Terminal/Computer; SC = Security Camera

## Transportation Provider Survey

## Agency Contact Information

Agency Name: Neighborhood Transportation Service Inc  
 Contact: Mike Barnhart  
 Address: 404 17<sup>th</sup> St SE  
Cedar Rapids, Iowa 52403  
 Phone No. 286-5725 Fax No. 363-1876  
 Email Address: m.barnhart@nts-cr.org

## Service Information

Type of Service (demand responsive, fixed route): Demand response  
 Service Hours: 6:30 pm – 6:00 am, m – f, Sat 5pm – mon 6:00 am  
 Annual Ridership: 43,000 Annual Revenue Miles: 215,000  
 Annual Operating Cost: \$565,000  
 Number of Employees: Full-time 5 Part-time 11  
 Number of Vehicles: 8 Number of Vehicles Used at Peak Hours: 5

## Service Needs

Identify the unmet needs of your agency and/or your service area:

Substance abuse treatment & counseling appointments

## Recommended Projects for FY 2011-2014

(Note equipment/operating needs below and vehicle needs on page 2)

Project Description	Type*	Estimated Cost	Estimated Year	Recommended Funding Source**
Dispatch Software with GPS and the capability to automatically text message riders their ride is near.	C	50,000	2011	?
Security Cameras	c	20,000	2011	?

\* Type Codes: O = Operations, C = Capital, P = Planning

\*\* Funding Source Codes: FTA Programs: 5307 = Urbanized Formula, 5309 = Capital Investment Grants, 5310 = Special Needs, 5311 = Non-Urbanized Formula, 5316 = Job Access/Reverse Commute, 5317 = New Freedom, 5339 = Alternative Analysis Funding. ICCAP = Iowa's Clean Air Attainment. STA Programs: STA-F = State Transit Formula, STA-S = State Transit Special Projects, PTIG = Public Transit Infrastructure Grant. STP = Surface Transportation Program (flex funds). HHS Programs: HS = Head Start, OAA = Older Americans Act, WTF = Welfare to Work. DHS = Dept. of Homeland Security.

# FLEET UTILIZATION ANALYSIS

Transportation  
Provider:

Vehicle: Model Year/Body Manufacturer and Model	Fleet ID	No. of Seats/Wheel chairs	Base Location (Where is it housed)	What Type of Service is it Providing?	No. of Hours per Week Used	Is it Used Evg/Wknd	Vehicle Equipment (see codes below)	Mileage as of today	Year for Replaceme nt (2011-2014)
2001 Eldorado	9734	20/4	Cedar Rapids	Demand Response	40	yes	L; MR	264,107	2010
2001 Supreme	265	20/2	Cedar Rapids	Demand Response	40	yes	L, MR	251,262	2011
2008 Chev Uplander	108	4/2	Cedar Rapids	Demand Response	50	yes	R, MR	44,000	?
2001 Supreme	267	20/2	Cedar Rapids	Demand Response	40	yes	L, MR	65,000	?
2008 Dodge Caravan	872	6	Cedar Rapids	Demand Response	90	yes	MR	85,000	?
2008 Dodge Caravan	873	6	Cedar Rapids	Demand Response	90	yes	MR	75,000	?
2008 Dodge Caravan	871	6	Cedar Rapids	Demand Response	90	yes	MR	90,000	?
2004 Chevrolet 2500 Van	80	10	Cedar Rapids	Demand Response	60	yes	MR	258,000	?

Service Type: HS = Head Start

Equipment Code: L = Wheelchair Lift; R = Wheelchair Ramp; MR = Mobile Radio; F = Farebox;

MDT = Mobile Data Terminal/Computer; SC = Security Camera

## Transportation Provider Survey

### Agency Contact Information

Agency Name: American Class Taxi, Inc.  
 Contact: Nazar Osman  
 Address: 3007 First Avenue SW, Cedar Rapids, Iowa 52405  
 Phone No. 319-363-8294 Fax No. 319-366-7033  
 Email Address: service@americanclasstaxi.com

### Service Information

Type of Service (demand responsive, fixed route): Taxi Services  
 Service Hours: 24 hours 7 days  
 Annual Ridership: 1,500-3,000 Annual Revenue Miles: 10,000-50,000  
 (estimated)  
 Annual Operating Cost: \$25,000 - \$35,000  
 Number of Full-time Part-time 5\*\*  
 Employees: 8\*\* FT FT  
 Number of Vehicles: 6 Number of Vehicles Used at Peak Hours: 6  
 \*\* Employees (Drivers) = 1 company owner (PT) + 2 Contract Drivers (FT) + 5 Contract Drivers (PT)

### Service Needs

Identify the unmet needs of your agency and/or your service area:  
More traffic (business) to increase our revenue and income.

### Recommended Projects for FY 2011-2014

(Note equipment/operating needs below and vehicle needs on page 2)

Project Description	Type*	Estimated Cost	Estimated Year	Recommended Funding Source**
Handicap Access. Van	O	\$150,000 - \$200,000	2-5	Any
Office & Shop.	O	\$10,000 - \$20,000	1-2	Any

\* Type Codes: O = Operations, C = Capital, P = Planning

\*\* Funding Source Codes: FTA Programs: 5307 = Urbanized Formula, 5309 = Capital Investment Grants, 5310 = Special Needs, 5311 = Non-Urbanized Formula, 5316 = Job Access/Reverse Commute, 5317 = New Freedom, 5339 = Alternative Analysis Funding. ICCAP = Iowa's Clean Air Attainment. STA Programs: STA-F = State Transit Formula, STA-S= State Transit Special Projects, PTIG = Public Transit Infrastructure Grant. STP = Surface Transportation Program (flex funds). HHS Programs: HS = Head Start, OAA = Oder Americans Act, WTF = Welfare to Work. DHS = Dept. of Homeland Security.

# FLEET UTILIZATION ANALYSIS

Transportation  
Provider: American Class Taxi

Vehicle: Model Year/Body Manufacturer and Model	Fleet ID	No. of Seats/Wh eelchairs	Base Location (Where is it housed)	What Type of Service is it Providing?	No. of Hours per Week Used	Is it Used Evg/Wknd	Vehicle Equipment (see codes below)	Mileage as of today	Year for Replaceme nt (2011-2014)
Example: 1996 El Dorado Aerotech	157	20/3	Story City	HS	35	Evg.	L; MR; F; SC	279,633	2011
2001 Chrysler PT	6	4/0	Cedar Rapids/ Iowa City		0 - 10	Evg/Wknd	Meter / GPS	154,000+	2013
2001 Chrysler PT	7	4/0	Cedar Rapids		80 - 100	Evg/Wknd	Meter / GPS	160,000+	2010
2003 Chrysler PT	9	4/0	Cedar Rapids/ Iowa City		30- 60	Evg/Wknd	Meter / GPS	145,000+	2014
1997 Honda Odsy	11	6/0	Cedar Rapids		60-80	Evg/Wknd	Meter / GPS	220,000+	2010
1996 Nissan Qwest	97	6/0	Cedar Rapids/ Iowa City		0	Evg/Wknd	Meter / GPS	162,000+	2010
2004 Chevy Lumina (privately owned)	16	6/0	Cedar Rapids		30-40	Evg/Wknd	Meter / GPS	230,000+	2010

Service Type: HS = Head Start

Equipment Code: L = Wheelchair Lift; R = Wheelchair Ramp; MR = Mobile Radio; F = Farebox;

MDT = Mobile Data Terminal/Computer; SC = Security Camera

## Transportation Provider Survey

## Agency Contact Information

Agency Name: Cedar Rapids Transit  
 Contact: Amy McNeal  
 Address: 427 8<sup>th</sup> Street NW  
 Phone No. 319-286-5537 Fax No. 319-286-5509  
 Email Address: a.mcneal@cedar-rapids.org

## Service Information

C.A.B.S. Program

Type of Service (demand responsive, fixed route): Demand responsive  
 Service Hours: 24 hours/ 7 days per week/ 365 days per year  
 Annual Ridership: 11,833 Annual Revenue Miles: \_\_\_\_\_  
 Annual Operating Cost: \$196,805  
 Number of Employees: Full-time 0 Part-time 0  
 Number of Vehicles: 0 Number of Vehicles Used at Peak Hours: 0

## Service Needs

Identify the unmet needs of your agency and/or your service area:

Limited funding equals limited Personal Use tickets on a monthly basis. One unmet need is the limit of personal use tickets. Another unmet need is the limited man-power for the C.A.B.S. Program. A part-time administrative position to oversee the C.A.B.S. Program would prove beneficial for participants who have a documented disability and who need financial help with transportation.

## Recommended Projects for FY 2011-2014

(Note equipment/operating needs below and vehicle needs on page 2)

Project Description	Type*	Estimated Cost	Estimated Year	Recommended Funding Source**
C.A.B.S. Program	Operations	\$70,000	FY2011	5317, local match
C.A.B.S. Program	Operations	\$70,000	FY2012	5317, local match
C.A.B.S. Program	Operations	\$70,000	FY2013	5317, local match
C.A.B.S. Program	Operations	\$70,000	FY2014	5317, local match

\* Type Codes: O = Operations, C = Capital, P = Planning

\*\* Funding Source Codes: FTA Programs: 5307 = Urbanized Formula, 5309 = Capital Investment Grants, 5310 = Special Needs, 5311 = Non-Urbanized Formula, 5316 = Job Access/Reverse Commute, 5317 = New Freedom, 5339 = Alternative Analysis Funding. ICCAP = Iowa's Clean Air Attainment. STA Programs: STA-F = State Transit Formula, STA-S = State Transit Special Projects, PTIG = Public Transit Infrastructure Grant. STP = Surface Transportation Program (flex funds). HHS Programs: HS = Head Start, OAA = Older Americans Act, WTF = Welfare to Work. DHS = Dept. of Homeland Security.



FLEET UTILIZATION ANALYSIS

Transportation Provider: n/a

Vehicle: Model Year/Body Manufacturer and Model	Fleet ID	No. of Seats/Wheel chairs	Base Location (Where is it housed)	What Type of Service is it Providing?	No. of Hours per Week Used	Is it Used Evg/Wknd	Vehicle Equipment (see codes below)	Mileage as of today	Year for Replaceme nt (2011-2014)
Example: 1996 El Dorado Aerotech	157	20/3	Story City	HS	35	Evg.	L; MR; F; SC	279,633	2011

Service Type: HS = Head Start

Equipment Code: L = Wheelchair Lift; R = Wheelchair Ramp; MR = Mobile Radio; F = Farebox;

MDT = Mobile Data Terminal/Computer; SC = Security Camera

**C.A.B.S. Program Narrative****C.A.B.S. Program (New Freedom Funding)**

The Coalition to Augment the Bus Service (C.A.B.S.) program provides taxi cab rides at a reduced cost to eligible individuals with disabilities when no other means of transportation is feasible. The program offers work rides and non-work (personal use) rides for activities such as grocery shopping, medical appointments, attending church or participating in community activities. Because of funding, the Personal Use tickets are limited on a monthly basis.

Transportation, particularly during evenings and weekends, continues to be identified as an unmet need by Linn County consumers with disabilities. Although transportation for persons with disabilities is available with the use of cab service, the cost associated with that cab service is beyond the means of most of the participants in the C.A.B.S. program.

The personal use portion of the C.A.B.S. program is an extremely valuable resource for the participants. Most participants use the tickets for essential needs such as grocery shopping, medical and mental health appointments, and socializing opportunities. The personal use tickets give the participants an independent means to transportation. There are approximately 250 rides per month for the personal use portion of the C.A.B.S. program. This is a reduction from last year because limited funding means that we had to limit the number of personal use tickets offered each month.

There is an unmet need for part-time administrative position to oversee the C.A.B.S. Program.

This is an eligible New Freedom Project under IDOT guidelines because this project goes beyond minimums established by ADA by offering expanded services to persons with disabilities and the expansion of the personal use tickets developed after August 10, 2005

## Transportation Provider Survey

## Agency Contact Information

Agency Name: Cedar Rapids Transit  
 Contact: Amy McNeal  
 Address: 427 8<sup>th</sup> Street NW  
 Phone No. 319-286-5537 Fax No. 319-286-5509  
 Email Address: a.mcneal@cedar-rapids.org

## Service Information

JARC Program

Type of Service (demand responsive, fixed route): Mixed fixed route & demand response

Service Hours: 24 hours/ 7 days per week/ 365 days per year

Annual Ridership: 74,410 Annual Revenue Miles: 220,647

Annual Operating Cost: \$492,120

Number of Employees: Full-time 0 Part-time 1

Number of Vehicles: 0 Number of Vehicles Used at Peak Hours: 0

## Service Needs

Identify the unmet needs of your agency and/or your service area:

The current JARC Program has offered reduced cost rides to over 7,100 low-income participants. The program is very needed in this community and has steadily grown since 2000. Without this program, many low-income families would not have reliable, affordable transportation to secure employment, attend school, and life skill classes. The one unmet need of the JARC program is an extension to the time limit that participants can utilize the JARC services.

## Recommended Projects for FY 2011-2014

(Note equipment/operating needs below and vehicle needs on page 2)

Project Description	Type*	Estimated Cost	Estimated Year	Recommended Funding Source**
JARC support for NTS and Taxi cab services	Operations	\$300,000	FY2011	5316, local match
JARC support for NTS and Taxi cab service	Operations	\$300,000	FY2012	5316, local match
JARC support for NTS and Taxi cab service	Operations	\$300,000	FY2013	5316, local match
JARC support for NTS and Taxi cab service	Operations	\$300,000	FY2014	5316, local match

\* Type Codes: O = Operations, C = Capital, P = Planning

\*\* Funding Source Codes: FTA Programs: 5307 = Urbanized Formula, 5309 = Capital Investment Grants, 5310 = Special Needs, 5311 = Non-Urbanized Formula, 5316 = Job Access/Reverse Commute, 5317 = New Freedom, 5339 = Alternative Analysis Funding. ICCAP = Iowa's Clean Air Attainment. STA Programs: STA-F = State Transit Formula, STA-S = State Transit Special Projects, PTIG = Public Transit Infrastructure Grant. STP = Surface Transportation Program (flex funds). HHS Programs: HS = Head Start, OAA = Older Americans Act, WTF = Welfare to Work. DHS = Dept. of Homeland Security.

# FLEET UTILIZATION ANALYSIS

Transportation Provider: n/a

Vehicle: Model Year/Body Manufacturer and Model	Fleet ID	No. of Seats/Wheel chairs	Base Location (Where is it housed)	What Type of Service is it Providing?	No. of Hours per Week Used	Is it Used Evg/Wknd	Vehicle Equipment (see codes below)	Mileage as of today	Year for Replaceme nt (2011-2014)
Example: 1996 El Dorado Aerotech	157	20/3	Story City	HS	35	Evg.	L; MR; F; SC	279,633	2011

Service Type: HS = Head Start

Equipment Code: L = Wheelchair Lift; R = Wheelchair Ramp; MR = Mobile Radio; F = Farebox;

MDT = Mobile Data Terminal/Computer; SC = Security Camera

## **JARC Program Narrative**

### **JARC Program (JARC Funding)**

The Cedar Rapids Job Access/Reverse Commute (JARC) program provides coordinated, reduced-cost transportation services to work, school, job training and life skill classes for low-income individuals. The program is a cooperative venture between Cedar Rapids area human service agencies and transportation providers and is coordinated by Cedar Rapids Transit. The JARC program is designed to use the transportation services provided by the Cedar Rapids Transit fixed-route bus service, the afterhours demand-response service provided by NTS and/or through Century cab.

The Neighborhood Transportation Service (NTS) is a shared ride service that provides curb-to-curb transportation to and from work, school, job training, and life skill classes at night and on weekends primarily when the fixed-route bus service is not in operation. There are five components of the NTS service: expanded night service, subsidized JARC rides, REM shuttle, and YPN shuttle. NTS provides a much needed service to low-income participants struggling with transportation to and from second and third shift jobs. Without NTS, many of these individuals would not be able to continue employment at those employment sites.

The Century Cab taxi ride component of the JARC program provides reduced cost taxi rides to JARC participants when the fixed-route bus service or NTS service is not available. This service provides a critical backup option and ensures transportation service available for JARC participants all hours of the day. Continued JARC funding is requested for the subsidized client co-pays to buy down the cost of the ride. The Century Cab taxi ride component is essential for low-income participants to have available and affordable transportation 24 hours per day, every day of the year.

Since August 2000, the JARC program has grown steadily, and we have now served approximately 7,100 low-income participants. We accept an average of 10 new applications each week.

This is an eligible JARC Project under IDOT guidelines because it is the “continuation of previously funded JARC service”. In addition, Cedar Rapids’ JARC program was derived from a coordinated effort between human service agencies and local transportation providers to create a system with affordable transportation for low-income families. Cedar Rapids JARC program fits into both the Program History and Program Goal of FTA (Circular 9050.1) in whereas it is specifically designed to help “individuals successfully transition from welfare to work and reach needed employment support services such as childcare and job training activities.” Cedar Rapids Transit also follows federally required performance goal establishments and tracks levels of performance on a monthly basis.

## Transportation Provider Survey

## Agency Contact Information

Agency Name: To The Rescue, A PRK Williams, Inc. Company  
 Contact: Wendy Beattie  
 Address: 3725 Center Point Road NE, Suite 200  
Cedar Rapids, IA, 52402  
 Phone No. 319-550-1890 Fax No. 866-397-3834  
 Email Address: prkwilliams@totherescue.net ; wbeattie@totherescue.net

## Service Information

Type of Service (demand responsive, fixed route): Demand responsive, group transit  
 Service Hours: 24 hours  
 Annual Ridership: n/a Annual Revenue Miles: n/a  
 Annual Operating Cost: \_\_\_\_\_  
 Number of Employees: Full-time 50 Part-time 125  
 Number of Vehicles: 4 Number of Vehicles Used at Peak Hours: 4

## Service Needs

Identify the unmet needs of your agency and/or your service All types of low area: \_\_\_\_\_

income transit, medical appointment transit, grocery shopping, ect.

## Recommended Projects for FY 2011-2014

(Note equipment/operating needs below and vehicle needs on page 2)

Project Description	Type*	Estimated Cost	Estimated Year	Recommended Funding Source**

\* Type Codes: O = Operations, C = Capital, P = Planning

\*\* Funding Source Codes: FTA Programs: 5307 = Urbanized Formula, 5309 = Capital Investment Grants, 5310 = Special Needs, 5311 = Non-Urbanized Formula, 5316 = Job Access/Reverse Commute, 5317 = New Freedom, 5339 = Alternative Analysis Funding. ICCAP = Iowa's Clean Air Attainment. STA Programs: STA-F = State Transit Formula, STA-S = State Transit Special Projects, PTIG = Public Transit Infrastructure Grant. STP = Surface Transportation Program (flex funds). HHS Programs: HS = Head Start, OAA = Older Americans Act, WTF = Welfare to Work. DHS = Dept. of Homeland Security.

FLEET UTILIZATION ANALYSIS

Transportation Provider: To The Rescue

Vehicle: Model Year/Body Manufacturer and Model	Fleet ID	No. of Seats/Wheel chairs	Base Location (Where is it housed)	What Type of Service is it Providing?	No. of Hours per Week Used	Is it Used Evg/Wknd	Vehicle Equipment (see codes below)	Mileage as of today	Year for Replaceme nt (2011-2014)
Example: 1996 El Dorado Aerotech	157	20/3	Story City	HS	35	Evg.	L; MR; F; SC	279,633	2011
2004 / Ford E-450 Super Duty		10/3	Cedar Rapids		10	Evg/Wknd	L	150,000	2013

Service Type: HS = Head Start

Equipment Code: L = Wheelchair Lift; R = Wheelchair Ramp; MR = Mobile Radio; F = Farebox;

MDT = Mobile Data Terminal/Computer; SC = Security Camera

## Transportation Provider Survey

### Agency Contact Information

Agency Name: Master Cab of C.R.  
Contact: PJ Swentik  
Address: 222 3<sup>rd</sup> Street SE  
Cedar Rapids, IA. 52233  
Phone No. 319-365-9000 Fax No. 319-363-1048  
Email Address: \_\_\_\_\_

### Service Information

Type of Service (demand responsive, fixed route): Demand responsive Taxi  
Service Hours: 24/7  
Annual Ridership: 6,000 Annual Revenue Miles: 60,000 estimate  
Annual Operating Cost: 43,000  
Number of Employees: Full-time 2 Part-time 1  
Number of Vehicles: 3 Number of Vehicles Used at Peak Hours: 2

### Service Needs

Identify the unmet needs of your agency and/or your service area:

Handicap accessible vehicles, accessible entrances for disabled who cannot open regular heavy glass doors, especially when handles are above their reach. Roads that are not torn up, split and full of pot holes & cracks that are very bumpy for passengers and damage transportation vehicles. Passengers cannot always support themselves while traveling on bad roads. Ramps closer to entrances not at the end of a parking lot. Require business and complexes to clean surfaces off When there is snow or ice so wheelchairs do not slip and slide. Easier to enter ramps or lifts. Designated loading/unloading areas around larger stores/businesses to unload/load passengers.

### Recommended Projects for FY 2011-2014

(Note equipment/operating needs below and vehicle needs on page 2)

Project Description	Type*	Estimated Cost	Estimated Year	Recommended Funding Source**
Replace bad roads	O	\$150,000,000	ASAP	STP/PTIG
Accessible entrances	P/C	Varies per doors	ASAP	5310/5316/OAA
Ramp accessibility	O/P/C	\$2,000 p/ramp	ASAP	5310/5316/5309
Business zones for loading/unloading wheelchairs	O/P	Up to \$10,000 Each.	Should be Done already	5307/5310/5316/5309/5339/STA-OAA

\* Type Codes: O = Operations, C= Capital, P = Planning

\*\* Funding Source Codes: FTA Programs: 5307 = Urbanized Formula, 5309 = Capital Investment Grants, 5310 = Special Needs, 5311 = Non-Urbanized Formula, 5316 = Job Access/Reverse Commute, 5317 = New Freedom, 5339 = Alternative Analysis Funding. ICCAP = Iowa's Clean Air Attainment. STA Programs: STA-F = State Transit Formula, STA-S= State Transit Special Projects, PTIG = Public Transit Infrastructure Grant. STP = Surface Transportation Program (flex funds). HHS Programs: HS = Head Start, OAA = Oder Americans Act, WTF = Welfare to Work. DHS = Dept. of Homeland Security.



FLEET UTILIZATION ANALYSIS

Transportation Provider: Master Cab of C.R.

Vehicle: Model Year/Body Manufacturer and Model	Fleet ID	No. of Seats/Wheel chairs	Base Location (Where is it housed)	What Type of Service is it Providing?	No. of Hours per Week Used	Is it Used Evg/Wknd	Vehicle Equipment (see codes below)	Mileage as of today	Year for Replaceme nt (2011-2014)
1996 El Dorado Aerolite	3	2 Wheel/7seat	Hiawatha	Accessible Taxi	60	Day/EvgW knd.	L,/F	245,133	2010-2011
2005 Dodge Grand Caravan	1	6 seats	Hiawatha	Taxi	20	Day/Evg/W knd	F	124031	2012
2002 Chrysler T/C	77	6 seats	Hiawatha	Taxi	40	Evg.Wk	F		2011

Service Type: HS = Head Start

Equipment Code: L = Wheelchair Lift; R = Wheelchair Ramp; MR = Mobile Radio; F = Farebox;

MDT = Mobile Data Terminal/Computer; SC = Security C